



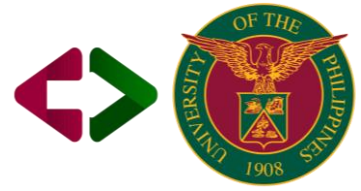
UNIVERSITY OF THE PHILIPPINES

CITIZEN'S CHARTER
(2026, 1st Edition)



UNIVERSITY OF THE PHILIPPINES SYSTEM ADMINISTRATION

CITIZEN'S CHARTER (2026, 1st Edition)



I. MANDATE

Section 3 of the UP Charter of 2008 (Republic Act 9500) states that:

As the national university, a public and secular institution of higher learning, and a community of scholars dedicated to the search for truth and knowledge as well as the development of future leaders, the University of the Philippines shall perform its unique and distinctive leadership in higher education and development.

The University shall:

- Lead in setting academic standards and initiating innovations in teaching, research, and faculty development in philosophy, the arts and humanities, the social sciences, engineering, natural sciences, mathematics, and technology; and maintain centers of excellence in these disciplines and professions.
- Serve as a graduate university by providing advanced studies and specialization for scholars, scientists, writers, artists, and professionals especially those who serve on the faculty of state and private colleges and universities.
- Serve as a research university in various fields of expertise and specialization by conducting basic and applied research, promoting research and development, and contributing to the dissemination and application of knowledge.
- Lead as a public service university by providing various forms of community, public and volunteer service, as well as scholarly and technical assistance to the government, the private sector, and civil society while maintaining its standards of excellence.
- Protect and promote the professional and economic rights and welfare of its academic and non-academic personnel.
- Provide opportunities for training and learning in leadership, responsible citizenship, and the development of democratic values, institutions, and practice through academic and non-academic programs, including sports and enhancement of nationalism and national identity.
- Serve as a regional and global university in cooperation with international and scientific unions, networks of universities, scholarly and professional associations in the Asia Pacific Region and around the world.
- Provide democratic governance based on collegiality, representation, accountability, transparency, and active participation of its constituents; and promote the holding of fora for students, faculty, research, extension and professional staff (REPS), administrative staff, and alumni to discuss non-academic issues affecting the University.

II. VISION

UP is envisioned to be:

“A national university dedicated to the formation of good citizens and leaders engaged in knowledge co-creation towards a just, equitable, and sustainable society.”

This vision is anchored on the UP’s core values of honor and excellence in service to the nation. The phrase “in the service of the nation” underscores the true purpose of UP’s commitment to honor and excellence. UP aspires to continue offering its best efforts so that both the Philippines and Filipinos, whether at home or abroad, may benefit from its endeavors.

III. MISSION

The University of the Philippines System Administration, with its eight (8) Constituent Universities (CUs), is committed to serving the people by means of teaching, research, and public service, as well as quality health care through the UP Philippine General Hospital (UP PGH).

IV. SERVICE PLEDGE

The UP System Administration (UPSA) strives to provide academic, administrative, and technical support services and leadership to the UP constituent units, autonomous units, and other key stakeholders. UPSA is committed to creating and sustaining a culture of providing quality service in all its processes aligned with the fulfillment of the UP’s vision, mission, and mandate, and conforming to ISO 9001, and other relevant local and international standards.

UPSA is dedicated to improving its Quality Management System continually in support of the UP System’s role as a national university, guided by the principles of “Honor and Excellence in the Service of the Nation.”



LIST OF SERVICES

OFFICE OF THE PRESIDENT	17
EXTERNAL SERVICE	17
1. REQUEST FOR APPOINTMENT OR EVENT ATTENDANCE OF THE PRESIDENT OR THE EXECUTIVE VICE PRESIDENT (EVP)	18
2. REQUESTS FOR SPEECH OR MESSAGE FROM THE PRESIDENT	21
INTERNAL SERVICE	23
1. REQUEST FOR APPOINTMENT OR EVENT ATTENDANCE OF THE PRESIDENT OR THE EXECUTIVE VICE PRESIDENT (EVP)	24
2. REQUESTS FOR SPEECH OR MESSAGE FROM THE PRESIDENT	27
UP INTELLIGENT SYSTEMS CENTER	29
EXTERNAL SERVICES	29
1. REQUEST FOR COLLABORATION	30
2. REQUEST FOR RESOURCE SPEAKER AND EXPERTS	31
INTERNAL SERVICES	32
1. APPLICATION / RENEWAL OF ISC AFFILIATION	33
2. REQUEST FOR BUDGET REALIGNMENT AND PROJECT EXTENSION OF UP ISC-FUNDED PROJECTS	35
3. REQUEST FOR COLLABORATION	37
4. REQUEST FOR RESOURCE SPEAKER AND EXPERT	39
5. REQUEST FOR USE OF UP DATA COMMONS FACILITIES	40
UP BONIFACIO GLOBAL CITY (UP BGC)	42
EXTERNAL SERVICES	42
1. REQUEST FOR BOOKING OF EVENT VENUE (GOOGLE FORM)	43
2. REQUEST FOR GATE PASS	46
3. REQUEST FOR WORKING PERMIT	47
INTERNAL SERVICES	48
1. REQUEST FOR BOOKING OF EVENT VENUE (GOOGLE FORM)	49
2. REQUEST FOR GATE PASS	52
3. REQUEST FOR WORKING PERMIT	53
UP RESILIENCE INSTITUTE	54
EXTERNAL SERVICES	54
1. REQUEST FOR COLLABORATION WITH UPRI	55
2. REQUEST FOR RESOURCE SPEAKER	56
INTERNAL SERVICES	57
1. REQUEST FOR CONDUCT OF LEARNING AND DEVELOPMENT PROGRAM ON CLIMATE RESILIENCE	58

2. REQUEST FOR INTERVIEW	60
3. REQUEST FOR RESOURCE SPEAKER	61
OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS _____	62
INTERNAL SERVICES	62
1. REQUEST FOR ENDORSEMENT OF APPLICATIONS FOR FELLOWSHIP (PhD, MASTER'S and POST-DOCTORAL)	63
2. REQUEST FOR ENDORSEMENT OF APPLICATIONS TO THE RESEARCH DISSEMINATION GRANT (RDG)	67
3. REQUEST FOR ENDORSEMENT OF APPLICATIONS TO THE VISITING PROFESSOR PROGRAM	72
4. REQUEST FOR ENDORSEMENT OF FACULTY APPOINTMENTS	75
5. REQUEST FOR ISSUANCE OF TRAVEL AUTHORITY FOR UP SYSTEM OFFICIALS AND REPS	78
6. REQUEST FOR REVIEW AND ENDORSEMENT OF CURRICULAR PROPOSALS FOR INSTITUTION/ADOPTION OF A DEGREE PROGRAM/NON-GE COURSE	81
7. REQUEST FOR REVIEW AND ENDORSEMENT OF CURRICULAR PROPOSALS FOR REVISION OF A DEGREE PROGRAM/NON-GE COURSE	92
8. REQUEST FOR REVIEW AND ENDORSEMENT OF CURRICULAR PROPOSALS FOR REVISION/INSTITUTION/RECONFIGURATION OF A CU GE COURSE	95
9. REQUEST FOR USER ACCESS IN THE EXTERNAL QUALITY ASSURANCE (EQA) MODULE OF THE QA PORTAL	99
10. REQUEST FOR USER ACCESS IN THE INTERNAL ACADEMIC ASSESSMENT DEVELOPMENT SYSTEM (iAADS) PORTAL	100
CENTER FOR WOMEN'S AND GENDER STUDIES _____	102
EXTERNAL SERVICES	102
1. APPLICATION FOR DAY CARE SERVICES	103
2. REQUEST FOR GENDER AND DEVELOPMENT TRAINING, TECHNICAL ASSISTANCE, AND/OR CONSULTANCY	106
3. REQUEST FOR GENDER SENSITIVE PSYCHOSOCIAL ASSISTANCE AND PEER COUNSELING SERVICES	108
INTERNAL SERVICES	110
1. APPLICATION FOR DAY CARE SERVICES	111
2. REQUEST FOR GENDER AND DEVELOPMENT TRAINING, TECHNICAL ASSISTANCE, AND/OR CONSULTANCY	114
3. REQUEST FOR GENDER SENSITIVE PSYCHOSOCIAL ASSISTANCE AND PEER COUNSELING SERVICES	116
4. REQUEST FOR USE OF CWGS SPECIAL COLLECTIONS LIBRARY	118
5. RESERVATION OF CWGS CONFERENCE ROOM	120

UP OFFICE OF ADMISSIONS	123
EXTERNAL SERVICES	123
1. APPLICATION FOR COLLEGE ADMISSION TO THE UNIVERSITY OF THE PHILIPPINES (UP)	124
2. REQUEST FOR UPCAT DATA	130
3. REQUEST FOR UPG FOR OFFICIAL USE	133
4. REQUEST FOR UPG FOR PERSONAL USE	135
INTERNAL SERVICES	137
1. REQUEST FOR UNIVERSITY PREDICTED GRADE (UPG)	138
2. REQUEST FOR UPCAT DATA	141
OFFICE OF INTERNATIONAL LINKAGES	144
EXTERNAL SERVICES	144
1. APPLICATION FOR FINANCIAL ASSISTANCE FOR UNDERGRADUATE INTERNATIONAL MOBILITY (MOVE UP)	145
2. APPLICATION FOR FINANCIAL ASSISTANCE FOR UP FACULTY AND STUDENTS FOR INTERNATIONAL RESEARCH COLLABORATION (COOPERATE)	149
3. APPLICATION FOR FINANCIAL ASSISTANCE FOR UP GRADUATE AND PHD STUDENTS AND EMPLOYEES FOR INTERNATIONAL CONFERENCE PRESENTATION (TRAVEL GRANT)	154
4. APPLICATION FOR FINANCIAL ASSISTANCE FOR UP STUDENTS AND EMPLOYEES FOR ORGANIZING AN INTERNATIONAL CONFERENCE AND INVITING WORLD EXPERTS (HOSTING AND WELS)	158
5. APPLICATION FOR NOMINATIONS FOR INBOUND STUDENTS FROM PARTNER UNIVERSITIES TO UP (SYSTEM-LEVEL)	162
6. APPLICATION FOR NOMINATIONS FOR OUTBOUND STUDENTS FROM UP TO PARTNER UNIVERSITIES (SYSTEM-LEVEL)	164
7. APPLICATION FOR SHORT-TERM STUDENT EXCHANGE (HIRAYA)	167
8. REQUEST FOR PRELIMINARY PARTNERSHIP CONSULTATION	169
OFFICE OF STUDENT DEVELOPMENT SERVICES	171
EXTERNAL SERVICES	171
1. REQUEST FOR DATA/INFORMATION ON STUDENT ENROLMENT DATA	172
2. REQUEST FOR FILIPINO SIGN LANGUAGE (FSL) INTERPRETER	173
3. REQUEST TO RESOLVE SLAS ONLINE ISSUES	175
INTERNAL SERVICES	176
1. REQUEST FOR DATA/INFORMATION ON STUDENT ENROLMENT DATA UNDER OSDS	177
2. REQUEST FOR FILIPINO SIGN LANGUAGE (FSL) INTERPRETER	178
3. REQUEST TO RESOLVE SLAS ONLINE ISSUES	180

UP PRESS	181
EXTERNAL SERVICES	181
1. SALE OF UP PRESS TITLES/ CONSIGNED BOOKS AT THE UP PRESS BOOKSTORE	182
2. SALE OF UP PRESS TITLES/ CONSIGNED BOOKS IN UP PRESS ONLINE STORES	183
3. REQUEST FOR EVALUATION OF MANUSCRIPT	184
OFFICE OF THE VICE PRESIDENT FOR PLANNING AND FINANCE	186
EXTERNAL SERVICES	186
1. REVIEW AND APPROVAL OF FUNDING REQUESTS	187
INTERNAL SERVICES	190
1. REVIEW AND APPROVAL OF BUDGET EARMARKING REQUEST	191
2. REVIEW AND APPROVAL OF FUNDING REQUESTS	193
SYSTEM ACCOUNTING OFFICE	195
INTERNAL SERVICES	195
1. REQUEST FOR CERTIFICATE OF NO OUTSTANDING CASH ADVANCE	196
2. REQUEST FOR PROCESSING OF DISBURSEMENT VOUCHERS AMOUNTING ABOVE P200,000.00	197
3. REQUEST FOR PROCESSING OF DISBURSEMENT VOUCHERS AMOUNTING BELOW P200,000.00	200
SYSTEM BUDGET OFFICE	203
INTERNAL SERVICES	203
1. BUDGET CLEARANCE REQUEST	204
2. COMPLEX OBLIGATION REQUEST AND STATUS AND BUDGET UTILIZATION REQUEST AND STATUS	207
3. SIMPLE OBLIGATION REQUEST AND STATUS AND BUDGET UTILIZATION REQUEST AND STATUS	213
OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION	218
EXTERNAL SERVICES	218
1. REQUEST FOR ATTENDANCE OF THE VICE PRESIDENT FOR ADMINISTRATION TO MEETINGS OR EVENTS	219
2. REQUEST FOR INFORMATION, ENDORSEMENT, AND/OR SIGNATURE (SIMPLE)	220
3. REQUEST FOR INFORMATION, ENDORSEMENT, AND/OR SIGNATURE (COMPLEX)	221
4. REQUEST FOR INFORMATION, ENDORSEMENT, AND/OR SIGNATURE (HIGHLY TECHNICAL)	222
INTERNAL SERVICES	223

1. REQUEST FOR ATTENDANCE OF THE VICE PRESIDENT FOR ADMINISTRATION TO MEETINGS OR EVENTS	224
2. REQUEST FOR AUTHORITY TO DRIVE	226
3. REQUEST FOR INFORMATION, ENDORSEMENT, AND/OR SIGNATURE (SIMPLE)	228
4. REQUEST FOR INFORMATION, ENDORSEMENT, AND/OR SIGNATURE (COMPLEX)	230
5. REQUEST FOR INFORMATION, ENDORSEMENT, AND/OR SIGNATURE (HIGHLY TECHNICAL)	232
6. REQUEST FOR USE OF UP OFFICIAL VEHICLE	234
SYSTEM CASH OFFICE	236
EXTERNAL SERVICES	236
1. REQUEST FOR RELEASE OF CHECK	237
INTERNAL SERVICES	239
1. REQUEST FOR RELEASE OF CHECK	240
SYSTEM HUMAN RESOURCE DEVELOPMENT OFFICE	242
EXTERNAL SERVICES	242
1. REQUEST FOR CERTIFICATE OF EMPLOYMENT FOR FORMER UPSA EMPLOYEES	243
2. REQUEST FOR CERTIFICATE OF LEAVE CREDITS AND CERTIFICATE OF LEAVE WITH/WITHOUT PAY	244
3. REQUEST FOR SERVICE RECORD FOR FORMER UPSA EMPLOYEES	245
INTERNAL SERVICES	246
1. APPLICATION FOR ONE-TIME GRANT FOR FINISHING A DEGREE	247
2. APPLICATION FOR PRIVILEGE TO STUDY AT REDUCED FEES	249
3. APPLICATION FOR REGULAR AND SPECIAL MONETIZATION	251
4. APPLICATION FOR TRAVEL AUTHORITY AND TRAVEL ORDER	253
5. REQUEST FOR APPROVAL OF EXPANDED EHOPE PROGRAM APPLICATION	255
6. REQUEST FOR BORROWING OF 201 DOCUMENTS/FILES	257
7. REQUEST FOR CERTIFICATE OF EMPLOYMENT (COE) FOR ACTIVE UPSA EMPLOYEES	258
8. REQUEST FOR CERTIFICATE OF EMPLOYMENT WITH COMPENSATION (CEC) FOR ACTIVE UPSA EMPLOYEES	259
9. REQUEST FOR CERTIFICATE OF LEAVE CREDITS AND CERTIFICATE OF LEAVE WITH/WITHOUT PAY (CLC/CLWOP) FOR ACTIVE UPSA EMPLOYEES	260
10. REQUEST FOR CERTIFICATE OF NO PENDING CASE (CNPAC) FOR ACTIVE UPSA EMPLOYEES	261
11. REQUEST FOR CHANGE OF NAME AND/OR STATUS	262
12. REQUEST FOR OFFICIAL UP ID	264

13. REQUEST FOR PERMISSION TO ENGAGE IN LIMITED PRACTICE OF PROFESSION (PELPP)	265
14. REQUEST FOR PROCESSING OF BASIC PAPER FOR ADDITIONAL ASSIGNMENT	267
15. REQUEST FOR SERVICE RECORDS (SR) FOR ACTIVE UPSA EMPLOYEES	269
16. REQUEST FOR UNIVERSITY CLEARANCE FOR EXITING UPSA EMPLOYEES	270
UP SYSTEM SUPPLY AND PROPERTY MANAGEMENT OFFICE	272
INTERNAL SERVICES	272
1. REQUEST FOR INSPECTION OF PROCURED GOODS AND SERVICES AND PROPERTY TAGGING OF EQUIPMENT AND SEMI-EXPENDIBLE ITEMS	273
2. REQUEST FOR ISSUANCE OF COMMON-USE SUPPLIES AND EQUIPMENT AVAILABLE IN DBM-PROCUREMENT SERVICE THROUGH UPS CENTRAL STOREROOM	275
3. REQUEST FOR REGISTRATION (DISPOSAL) OF UNSERVICEABLE PROPERTIES	277
OFFICE OF THE VICE PRESIDENT FOR DEVELOPMENT	278
INTERNAL SERVICES	278
1. REQUEST FOR CONDITION ASSESSMENT	279
2. REQUEST FOR FACILITIES MANAGEMENT TRAINING	281
OFFICE OF DESIGN AND PLANNING INITIATIVES	282
EXTERNAL SERVICES	282
1. REQUEST FOR INITIATION OF PREPARATION OF SCHEMATIC DESIGN DOCUMENTS	283
2. REQUEST FOR INITIATION OF DESIGN DEVELOPMENT DRAWINGS	289
3. REQUEST FOR INITIATION OF DETAILED ARCHITECTURAL AND ENGINEERING DESIGN (DAED) DRAWINGS	293
INTERNAL SERVICES	297
1. REQUEST FOR INITIATION OF SCHEMATIC DESIGN DOCUMENTS	298
2. REQUEST FOR INITIATION OF DESIGN DEVELOPMENT DRAWINGS	300
3. REQUEST FOR INITIATION OF DETAILED ARCHITECTURAL AND ENGINEERING DESIGN (DAED) DRAWINGS	302
4. REQUEST FOR INITIATION OF DESIGN REVIEW	304
PROJECT MANAGEMENT OFFICE	306
EXTERNAL SERVICES	306
1. REQUEST FOR CERTIFICATE OF COMPLETION	307
2. REQUEST FOR CERTIFICATE OF FINAL ACCEPTANCE	310
3. REQUEST FOR APPROVAL (RFA)	312

4. REQUEST FOR PAYMENT (INFRASTRUCTURE)	314
5. REQUEST FOR TIME EXTENSION (RTE)	321
OFFICE OF THE VICE PRESIDENT FOR PUBLIC AFFAIRS _____	323
INTERNAL SERVICES	323
1. REQUEST FOR INFORMATION, ENDORSEMENT, AND/OR SIGNATURE (SIMPLE)	324
2. REQUEST FOR TECHNICAL ASSISTANCE - EVENT STRATEGIC PREPARATORY WORK	326
MEDIA AND COMMUNICATION OFFICE _____	328
EXTERNAL SERVICES	328
1. REQUEST FOR UPS-MCO-PRODUCED ARCHIVAL MATERIALS	329
INTERNAL SERVICES	330
1. REQUEST FOR COVERAGE	331
2. REQUEST FOR OFFICIAL PORTRAITURE	332
3. REQUEST FOR POSTING OF CONTENT ON THE UP SYSTEM WEBSITE/SOCIAL MEDIA ACCOUNTS	333
4. REQUEST FOR UPS-MCO-PRODUCED ARCHIVAL MATERIALS	334
OFFICE OF ALUMNI RELATIONS _____	335
EXTERNAL SERVICES	335
1. REQUEST FOR UP ALUMNI EMAIL ACCOUNT	336
2. REQUEST FOR ALUMNI RECORDS (SIMPLE RETRIEVAL)	339
3. REQUEST FOR ALUMNI RECORDS (COMPLEX AND HIGHLY-TECHNICAL RETRIEVAL)	341
4. REQUEST FOR BENCHMARKING OF OTHER UNIVERSITIES / ALUMNI OFFICES WITH UP OAR	343
5. REQUEST FOR EMAIL BLAST, SOCIAL MEDIA, AND WEBSITE POSTING	344
INTERNAL SERVICES	346
1. REQUEST FOR ALUMNI RECORDS (SIMPLE REQUEST)	347
2. REQUEST FOR ALUMNI RECORDS (COMPLEX AND HIGHLY-TECHNICAL RETRIEVAL)	349
3. REQUEST FOR EMAIL BLAST, SOCIAL MEDIA, AND WEBSITE POSTING	351
PADAYON PUBLIC SERVICE OFFICE _____	353
EXTERNAL SERVICES	353
1. COMPLEX REQUEST FOR PUBLIC SERVICE-RELATED DATA AND OTHER GENERAL INFORMATION FOR EXTERNAL CLIENTS VIA NON-VOICE/EMAIL REQUESTS	354
2. SIMPLE REQUEST FOR PUBLIC SERVICE-RELATED DATA AND OTHER GENERAL INFORMATION VIA NON-VOICE/EMAIL REQUESTS	356

3. SIMPLE REQUEST FOR PUBLIC SERVICE-RELATED DATA AND OTHER GENERAL INFORMATION VIA VOICE REQUESTS / INCOMING CALLS	358
4. REQUEST FOR PUBLIC SERVICE PROJECT PARTNERSHIP	360
INTERNAL SERVICES	362
1. COMPLEX REQUEST FOR PUBLIC SERVICE-RELATED DATA AND OTHER GENERAL INFORMATION FOR INTERNAL CLIENTS VIA NON-VOICE/EMAIL REQUESTS	363
2. SIMPLE REQUEST FOR PUBLIC SERVICE-RELATED DATA AND OTHER GENERAL INFORMATION FOR INTERNAL CLIENTS VIA NON-VOICE/EMAIL REQUESTS	365
3. SIMPLE REQUEST FOR PUBLIC SERVICE-RELATED DATA AND OTHER GENERAL INFORMATION FOR INTERNAL CLIENTS VIA VOICE REQUESTS /INCOMING CALLS	367
4. REQUEST FOR ONBOARDING OF RESOURCE GENERATION CAMPAIGN TO THE GIVE TO UP	369
5. REQUEST FOR PUBLIC SERVICE PROJECT PARTNERSHIP	372
UGNAYAN NG PAHINUNGOD SYSTEM	374
EXTERNAL SERVICES	374
1. REQUEST FOR PARTNERSHIP IN PUBLIC SERVICE PROJECTS AND ACTIVITIES	375
2. REQUEST FOR INITIATION OF PARTNERSHIP WITH THE GURONG PAHINUNGÓD (GP) PROGRAM THROUGH A MEMORANDUM OF AGREEMENT	377
INTERNAL SERVICES	379
1. REQUEST FOR PAHINUNGÓD DOCUMENTS	380
2. REQUEST FOR PARTNERSHIP IN PUBLIC SERVICE PROJECTS AND ACTIVITIES	381
OFFICE OF THE VICE PRESIDENT FOR DIGITAL TRANSFORMATION	383
EXTERNAL SERVICES	383
1. REQUEST FOR TRAINING ON IT AND DX-RELATED COMPETENCIES	384
INTERNAL SERVICES	386
1. REQUEST FOR EVALUATION AND ENDORSEMENT OF DIGITAL TRANSFORMATION INITIATIVE PROPOSALS	387
2. REQUEST FOR THE EVALUATION AND ENDORSEMENT OF THE PROCUREMENT OF ICT EQUIPMENT	389
3. REQUEST FOR TRAINING ON IT AND DX-RELATED COMPETENCIES	392
INFORMATION TECHNOLOGY DEVELOPMENT CENTER	393
EXTERNAL SERVICES	393
1. REQUEST ON MICROSOFT 365 CONCERNS FOR UP STUDENTS	394

2. REQUEST ON ZOOM LICENSE CONCERNS FOR UP STUDENTS	395
INTERNAL SERVICES	396
1. REQUEST FOR DOCUMENT ROUTING SYSTEM (DRS) REGISTRATION OF UP OFFICES/UNITS	397
2. REQUEST FOR LEVEL 1 SUPPORT FOR BULSA	399
3. REQUEST FOR LEVEL 1 SUPPORT FOR PUSO	401
4. REQUEST FOR LEVEL 2 SUPPORT FOR BULSA	402
5. REQUEST FOR LEVEL 2 SUPPORT FOR PUSO	403
6. REQUEST FOR TECHNICAL SUPPORT (SIMPLE)	404
7. REQUEST FOR TECHNICAL SUPPORT (COMPLEX)	406
8. REQUEST FOR TECHNICAL SUPPORT (HIGHLY TECHNICAL)	407
9. REQUEST FOR TECHNICAL SUPPORT ON SPECIFIC ONLINE APPLICATIONS/SITES MANAGED BY ITDC (SIMPLE)	408
10. REQUEST FOR TECHNICAL SUPPORT ON SPECIFIC ONLINE APPLICATIONS/SITES MANAGED BY ITDC (COMPLEX)	409
11. REQUEST FOR TECHNICAL SUPPORT ON SPECIFIC ONLINE APPLICATIONS/SITES MANAGED BY ITDC (HIGHLY TECHNICAL)	410
12. REQUEST FOR UP MAIL FOR UP OFFICES, UNITS, PROJECTS/EVENTS	411
13. REQUEST FOR ZOOM WEBINAR LICENSE RESERVATIONS FOR TEMPORARY ASSIGNMENT	413
14. REQUEST ON MICROSOFT 365 CONCERNS UP EMPLOYEES	415
15. REQUEST ON UP MAIL CONCERNS FOR UP SYSTEM ADMINISTRATION EMPLOYEES	416
16. REQUEST ON ZOOM CONCERNS FOR UP EMPLOYEES	417
17. REVIEW OF REQUEST FOR INITIATION OF DESIGN AND DEVELOPMENT OF ONLINE APPLICATIONS OR PORTALS FOR UP SYSTEM OFFICES	418
OFFICE OF THE VICE PRESIDENT FOR RESEARCH AND INNOVATION	420
INTERNAL SERVICES	420
1. PROCESSING OF APPLICATION TO THE INTERNATIONAL PUBLICATION AWARD	421
CENTER FOR INTEGRATIVE AND DEVELOPMENT STUDIES	424
EXTERNAL SERVICES	424
1. REQUEST FOR MANUSCRIPT PUBLICATION AS PEER-REVIEWED JOURNAL ARTICLE FOR THE UPCIDS PHILIPPINE JOURNAL OF PUBLIC POLICY	425
2. REQUEST FOR USE OF BOOKS AND RESOURCES IN UP CIDS	427
INTERNAL SERVICES	428
1. REQUEST FOR MANUSCRIPT PUBLICATION IN THE UPCIDS SERIAL PUBLICATION	429
1. REQUEST FOR USE OF BOOKS AND RESOURCES IN UP CIDS	431
UP-CIFAL PHILIPPINES	432

EXTERNAL SERVICES	432
1. REQUEST FOR INITIAL MEETING FOR CONDUCT OF RESEARCH AND DEVELOPMENT FOR THE SUSTAINABLE DEVELOPMENT GOALS	433
2. REQUEST FOR INITIAL MEETING FOR IMPLEMENTATION OF CAPACITY BUILDING ACTIVITIES FOR THE SUSTAINABLE DEVELOPMENT GOALS	435
3. REQUEST FOR INITIAL MEETING FOR SETTING FOR CONDUCT OF PROFESSIONAL COURSES FOR THE SUSTAINABLE DEVELOPMENT	437
INTERNAL SERVICES	439
1. REQUEST FOR INITIAL MEETING FOR CONDUCT OF RESEARCH AND DEVELOPMENT FOR THE SUSTAINABLE DEVELOPMENT GOALS	440
2. REQUEST FOR INITIAL MEETING FOR IMPLEMENTATION OF CAPACITY BUILDING ACTIVITIES FOR THE SUSTAINABLE DEVELOPMENT GOALS	442
KOREA RESEARCH CENTER	444
EXTERNAL SERVICES	444
1. REQUEST FOR CERTIFICATION AS A CONTRIBUTOR/AUTHOR	445
2. REQUEST FOR CONSULTATION/MEETINGS	446
INTERNAL SERVICES	448
1. REQUEST FOR CERTIFICATION AS A CONTRIBUTOR/AUTHOR	449
2. REQUEST FOR CONSULTATION/MEETINGS	450
PHILIPPINE GENOME CENTER	452
EXTERNAL SERVICES	452
ADMINISTRATIVE SECTION	453
1. REQUEST FOR CONFIRMATION OF SERVICE RECORD OF FORMER PGC CONTRACT OF SERVICE AND JOB ORDER	454
2. REQUEST FOR RENTAL OF VENUE, OFFICE SPACE, AND GUEST ROOM	455
3. REQUEST FOR VISIT/TOUR AND MISCELLANEOUS REQUEST FOR STUDENTS/RESEARCHERS/COLLABORATORS	457
BIOBANK CORE FACILITY	459
1. REQUEST FOR BASIC TRAINING ON HUMAN BIOBANK (ONSITE)	460
2. REQUEST FOR BIOLOGICAL SAMPLE REPOSITORY	463
CORE FACILITY FOR BIOINFORMATICS	467
1. REQUEST FOR BIOINFORMATICS TRAINING AND WORKSHOPS (COMMISSIONED)	468
2. REQUEST FOR CUSTOM BIOINFORMATICS SERVICE	471
3. REQUEST FOR DIRECT ACCESS SERVICE AND DATA STORAGE	473
DNA SEQUENCING CORE FACILITY	475
1. REQUEST FOR DNA/RNA EXTRACTION (CLINICAL SAMPLES) FOR TISSUE PARAFFINIZED	476
2. REQUEST FOR DNA EXTRACTION	479
3. REQUEST FOR DNA/PCR PURIFICATION	483

4. REQUEST FOR DNA/RNA EXTRACTION FOR BLOOD/SERUM	487
5. REQUEST FOR FRAGMENT ANALYSIS	489
6. REQUEST FOR LABORATORY AND EQUIPMENT USE (DSCF)	492
7. REQUEST FOR NEXT-GENERATION SEQUENCING (NGS)	494
8. REQUEST FOR NUCLEIC ACID QUANTIFICATION / CHARACTERIZATION	501
9. REQUEST FOR POLYMERASE CHAIN REACTION	504
10. REQUEST FOR SANGER SEQUENCING	508
11. REQUEST FOR SEQUENCING TRAINING SERVICE	512
PROTEIN, PROTEOMICS, AND METABOLOMICS FACILITY	514
1. REQUEST FOR CIRCULAR DICHROISM SPECTROPOLARIMETRY (CD-SPEC) FOR PROTEIN SECONDARY STRUCTURE CHARACTERIZATION AND CHIRALITY CALCULATION	515
2. REQUEST FOR COLD CONDITIONS STORAGE SERVICES	519
3. REQUEST FOR EQUIPMENT RENTAL (PPMF)	522
4. REQUEST FOR FAST PROTEIN CHROMATOGRAPHY (FPLC)	525
5. REQUEST FOR MASS SPECTROMETRY (MS) SERVICE	529
• REQUEST FOR MASS SPECTROMETRY (MS) DATA POST-PROCESSING	529
• REQUEST FOR MASS SPECTROMETRY (MS) METABOLOMICS ANALYSIS	529
• REQUEST FOR MASS SPECTROMETRY (MS) PROTEOMICS ANALYSIS	529
• REQUEST FOR MASS SPECTROMETRY (MS) SAMPLE PREPARATION - METABOLOMICS	529
• REQUEST FOR MASS SPECTROMETRY (MS) SAMPLE PREPARATION - PROTEOMICS	529
6. REQUEST FOR METABOLOMICS DATA PROCESSING	534
7. REQUEST FOR MULTIPURPOSE IMAGING	537
8. REQUEST FOR MULTIWAVELENGTH SPECTROMETRY	540
9. REQUEST FOR PAGE ANALYSIS	543
10. REQUEST FOR PROTEIN EXTRACTION	547
11. REQUEST FOR PROTEIN QUANTIFICATION	551
12. REQUEST FOR PROTEIN/OMICS TRAINING SERVICES	554
13. REQUEST FOR PROTEOMICS DATA PROCESSING	557
14. REQUEST FOR SAMPLE PREPARATION	560
15. REQUEST FOR SURFACE PLASMON RESONANCE (SPR) INTERACTION SCREENING FOR BINDING KINETICS AND AFFINITY ANALYSIS	564
16. REQUEST FOR ULTRA-HIGH PERFORMANCE LIQUID CHROMATOGRAPHY (UHPLC)	568
17. REQUEST FOR WESTERN BLOT ANALYSIS	572
INTERNAL SERVICES	575
ADMINISTRATIVE SECTION	576

1. REQUEST FOR RENTAL OF VENUE, OFFICE SPACE, AND GUEST ROOM	577
2. REQUEST FOR VISIT/TOUR AND MISCELLANEOUS REQUEST FOR STUDENTS/RESEARCHERS/COLLABORATORS	579
BIOBANK CORE FACILITY	581
1. REQUEST FOR BASIC TRAINING ON HUMAN BIOBANK (ONSITE)	582
2. REQUEST FOR BIOLOGICAL SAMPLE REPOSITORY	585
CORE FACILITY FOR BIOINFORMATICS	589
1. REQUEST FOR BIOINFORMATICS TRAINING AND WORKSHOPS (COMMISSIONED)	590
2. REQUEST FOR CUSTOM BIOINFORMATICS SERVICE	593
3. REQUEST FOR DIRECT ACCESS SERVICE AND DATA STORAGE	595
DNA SEQUENCING CORE FACILITY	597
1. REQUEST FOR DNA/RNA EXTRACTION (CLINICAL SAMPLES) FOR TISSUE PARAFFINIZED	598
2. REQUEST FOR DNA EXTRACTION	601
3. REQUEST FOR DNA/PCR PURIFICATION	605
4. REQUEST FOR DNA/RNA EXTRACTION FOR BLOOD/SERUM	609
5. REQUEST FOR FRAGMENT ANALYSIS	611
6. REQUEST FOR LABORATORY AND EQUIPMENT USE (DSCF)	614
7. REQUEST FOR NEXT-GENERATION SEQUENCING (NGS)	616
8. REQUEST FOR NUCLEIC ACID QUANTIFICATION / CHARACTERIZATION	622
9. REQUEST FOR POLYMERASE CHAIN REACTION	625
10. REQUEST FOR SANGER SEQUENCING	629
11. REQUEST FOR SEQUENCING TRAINING SERVICE	633
PROTEIN, PROTEOMICS, AND METABOLOMICS FACILITY	635
1. REQUEST FOR CIRCULAR DICHROISM SPECTROPOLARIMETRY (CD-SPEC) FOR PROTEIN SECONDARY STRUCTURE CHARACTERIZATION AND CHIRALITY CALCULATION	636
2. REQUEST FOR COLD CONDITIONS STORAGE SERVICES	640
3. REQUEST FOR EQUIPMENT RENTAL (PPMF)	643
4. REQUEST FOR FAST PROTEIN CHROMATOGRAPHY (FPLC)	646
5. REQUEST FOR MASS SPECTROMETRY (MS) SERVICE	650
• REQUEST FOR MASS SPECTROMETRY (MS) DATA POST-PROCESSING	650
• REQUEST FOR MASS SPECTROMETRY (MS) METABOLOMICS ANALYSIS	650
• REQUEST FOR MASS SPECTROMETRY (MS) PROTEOMICS ANALYSIS	650
• REQUEST FOR MASS SPECTROMETRY (MS) SAMPLE PREPARATION - METABOLOMICS	650
• REQUEST FOR MASS SPECTROMETRY (MS) SAMPLE PREPARATION - PROTEOMICS	650

6. REQUEST FOR METABOLOMICS DATA PROCESSING	655
7. REQUEST FOR MULTIPURPOSE IMAGING	658
8. REQUEST FOR MULTIWAVELENGTH SPECTROMETRY	661
9. REQUEST FOR PAGE ANALYSIS	664
10. REQUEST FOR PROTEIN EXTRACTION	668
11. REQUEST FOR PROTEIN QUANTIFICATION	672
12. REQUEST FOR PROTEIN/OMICS TRAINING SERVICES	675
13. REQUEST FOR PROTEOMICS DATA PROCESSING	678
14. REQUEST FOR SAMPLE PREPARATION	681
15. REQUEST FOR SURFACE PLASMON RESONANCE (SPR) INTERACTION SCREENING FOR BINDING KINETICS AND AFFINITY ANALYSIS	685
16. REQUEST FOR ULTRA-HIGH PERFORMANCE LIQUID CHROMATOGRAPHY (UHPLC)	689
17. REQUEST FOR WESTERN BLOT ANALYSIS	693
TECHNOLOGY TRANSFER AND BUSINESS DEVELOPMENT OFFICE _____	696
EXTERNAL SERVICES	696
1. APPLICATION FOR LICENSING AGREEMENTS	697
2. APPLICATION FOR TRADEMARK LICENSE	699
INTERNAL SERVICES	701
1. APPLICATION FOR COPYRIGHT REGISTRATION	702
2. APPLICATION FOR TRADEMARK REGISTRATION	704
3. INITIATION OF FILING AND PROSECUTION OF PATENT APPLICATION FOR REGISTRATION WITH IPOPHL	706
4. REQUEST FOR ENDORSEMENT FOR LOCAL AND FOREIGN WORKSHOP OR CONFERENCE RELATED TO IP AND TECHNOLOGY TRANSFER	708
5. REQUEST FOR REVIEW OF INTELLECTUAL PROPERTY RELATED CLAUSES ON UNIVERSITY AGREEMENTS	710
OFFICE OF THE SECRETARY OF THE UNIVERSITY _____	712
EXTERNAL SERVICES	712
1. REQUEST FOR INFORMATION RECEIVED THROUGH THE EFOI PORTAL	713
2. REQUEST FOR PROCESSING OF EMAIL COMMUNICATIONS ADDRESSED TO THE BOARD OF REGENTS, PRESIDENT, OR SECRETARY OF THE UNIVERSITY	716
3. REQUEST FOR PROCESSING OF PHYSICAL COMMUNICATIONS/DOCUMENTS ADDRESSED TO THE BOARD OF REGENTS, PRESIDENT, OR SECRETARY OF THE UNIVERSITY	717
4. REQUEST OF NON-UP OFFICES FOR RECORDS	721
INTERNAL SERVICES	723

1. REQUEST FOR PROCESSING OF COMMUNICATIONS OR DOCUMENTS ADDRESSED TO THE BOARD OF REGENTS, PRESIDENT, OR SECRETARY OF THE UNIVERSITY	724
2. REQUEST OF UP OFFICES FOR RECORDS	728
FEEDBACK AND COMPLAINTS MECHANISM	730
LIST OF OFFICES	733

**OFFICE OF THE PRESIDENT
EXTERNAL SERVICE**

1. REQUEST FOR APPOINTMENT OR EVENT ATTENDANCE OF THE PRESIDENT OR THE EXECUTIVE VICE PRESIDENT (EVP)

This service allows clients to request an appointment for a meeting or event attendance of the UP President and/or the UP Executive Vice President.

Office or Division	UP Office of the President
Classification	Complex
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	UP Students, UP Alumni, Other Government Agencies, Private Sectors, International Partners, General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request with the following details (1 Digital Copy or 1 Physical Copy) - For Meeting Request - Proposed Date and Time - Topics/Agenda - List of Attendees, especially VIPs - Contact Person and Details of Requesting Party - Other background materials - For Event Attendance request: - Date and Time - Event Theme - Event Attire - List of Attendees, especially VIPs - Contact Person and Details of Requesting Party - Program Briefer - Other Background Materials	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request to appropriate channel:	1.1a Receive and acknowledge request.	None	15 Minutes	<i>Executive Assistant IV OP</i>
	1.1b Receive letter, encode in	None		<i>Executive Assistant III</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
- Send letter to Office of the President (OP) at op@up.edu.ph or - Send physical copy to UP Office of Secretary of the University, 1F North Wing Quezon Hall, UP Diliman Campus, Quezon City Note: Requests should be sent ten (10) days before the event or proposed schedule.	Document Routing System (DRS), and refer to OP.			OSU
	1.2. Initially assess request and coordinate availability or alternative schedule with the requesting party. Note: If the President or the EVP is unavailable and an alternative schedule is not possible, the Office of the President will inform the	None	1 Day	<i>Executive Assistant II</i> OP

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	requesting party of its disapproval.			
	1.3 Forward request to the Special Assistant of the President for further review.	None	1 Day	<i>Executive Assistant II</i> OP
	1.4 Review the request and seek approval of the President.	None	1 Day, 4 Hours	<i>Special Assistant to the President</i> OP
	1.5 Decide on the request and inform staff.	None	2 Days	<i>President</i> OP
2. Receive response from OP. Note: Considering the changes in the schedule of the President/EVP, the decision may change and the requesting party shall be informed of this change days before the initially approved schedule.	2.1 Transmit a decision to the requesting party.	None	30 Minutes	<i>Executive Assistant II</i> OP
TOTAL		None	5 Days, 4 Hours, 45 Minutes	

2. REQUESTS FOR SPEECH OR MESSAGE FROM THE PRESIDENT

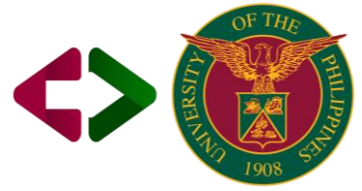
This service allows clients to request for a speech or message from the UP President needed for their event and/or printed program.

Office or Division	Office of the President
Classification	Highly Technical
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	UP Students, UP Alumni, Other Government Agencies, Private Sectors, International Partners, General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request (1 Digital Copy or 1 Physical Copy) with the following information: • Date and Time of the event • Event Name or Theme • Draft message/speech or talking points • Background Materials • With endorsement from the Chancellor or concerned UP System Official	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request to appropriate channel: • Send letter to Office of the President (OP) at op@up.edu.ph - or • Send physical copy to UP Office of Secretary of the University, 1F North Wing Quezon Hall, UP Diliman Campus, Quezon City	1.1a Receive and acknowledge request.	None	15 Minutes	<i>Executive Assistant IV</i> OP
	1.1b Receive letter, encode in Document Routing System (DRS), and refer to OP.	None		<i>Executive Assistant III</i> OSU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Note: Requests should be sent ten (10) days before the event or proposed schedule.				
	1.2 Assess request and forward to the Media and Communication Office (MCO).	None	15 minutes	<i>Executive Assistant II</i> OP
	1.3 Receive request and draft speech or message.	None	14 Days	<i>Administrative Officer I</i> MCO
	1.4 Transmit draft speech or message to OP.	None	1 Day	<i>Supervising Administrative Officer</i> MCO
	1.5. Review draft speech/message.	None	4 days	<i>Special Assistant to the President</i> OP
	1.6 Approve speech or message and inform staff.	None	4 hours	<i>President</i> OP
2. Receive approved speech / message.	2.1. Release speech or message.	None	30 minutes	<i>Executive Assistant II</i> OP
TOTAL		None	19 Days, 5 Hours	



OFFICE OF THE PRESIDENT INTERNAL SERVICE

1. REQUEST FOR APPOINTMENT OR EVENT ATTENDANCE OF THE PRESIDENT OR THE EXECUTIVE VICE PRESIDENT (EVP)

Requests for appointment with President and the Executive Vice President (EVP) / Attendance of the President and the EVP at an event.

Office or Division	Office of the President
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPSA Offices and Units, UP CU Officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request with Document Routing System Number (DRS) with the following details (1 Digital Copy) - For Meeting Request - Proposed Date and Time - Topics/Agenda - List of Attendees, especially VIPs - Contact Person and Details of Requesting Party - Other background materials - For Event Attendance request: - Date and Time - Event Theme - Event Attire - List of Attendees, especially VIPs - Contact Person and Details of Requesting Party - Program Briefer - Other Background Materials	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter through the UP Office of the Secretary of the University (OSU) via DRS. Note:	1.1 Receive and acknowledge letter in DRS and forward to the Office of the President for review.	None	5 Minutes	<i>Executive Assistant III</i> OSU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests should be sent to OSU ten (10) days before the event or proposed schedule.				
	1.2. Initially assess request and coordinate availability or alternative schedule with the requesting party. Note: If the President or the EVP is unavailable and an alternative schedule is not possible, the Office of the President will inform the requesting party of its disapproval.	None	1 Day	<i>Executive Assistant II</i> OP
	1.3 Forward request to the Special Assistant of the President for further review.	None	1 Day	<i>Executive Assistant II</i> OP
	1.4 Review the request and seek approval of the President.	None	1 Day, 4 Hours	<i>Special Assistant to the President</i> OP
	1.5 Decide on the request and inform staff.	None	2 Days	<i>President</i> OP
2. Receive decision via DRS.	2.1 Transmit decision via DRS.	None	30 Minutes	<i>Executive Assistant II</i> OP

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Note: Considering the changes in the schedule of the President/EVP, the decision may change and the requesting party shall be informed of this change days before the initially approved schedule.				
TOTAL		None	6 Days, 4 Hours, 45 Minutes	

2. REQUESTS FOR SPEECH OR MESSAGE FROM THE PRESIDENT

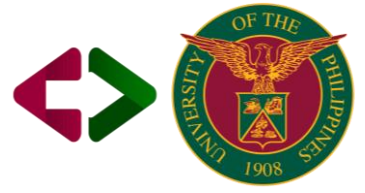
This service allows clients to request for a speech or message from the UP President needed for their event and/or printed program.

Office or Division	Office of the President
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPSA Offices and Units, UP Constituent/Autonomous Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request (1 Digital Copy) with the following information: • Date and Time of the event • Event Name or Theme • Draft message/speech or talking points • Background Materials • With endorsement from the Chancellor or concerned UP System Official	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit formal request via DRS. Note: Requests should be sent ten (10) days before the event or proposed schedule.	1.1. Receive and forward to OP.	None	5 minutes	<i>Executive Assistant III</i> OSU
	1.2 Assess request and fill out UPS-MCO SRF to place the request.	None	15 minutes	<i>Executive Assistant II</i> OP
	1.3 Receive request via the SRF and draft the speech or message.	None	14 Days	<i>Administrative Officer I</i> UPS-MCO
	1.4 Transmit draft speech or message to OP.	None	1 day	<i>Supervising Administrative Officer</i> UPS-MCO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. Review draft speech/message.	None	4 days	<i>Special Assistant to the President</i> OP
	1.6 Approve speech or message and inform staff.	None	4 hours	<i>President</i> OP
1. Receive approved speech / message.	2.1. Release speech or message via DRS.	None	30 minutes	<i>Executive Assistant II</i> OP
TOTAL		None	19 Days, 4 Hours, 50 minutes	



UP INTELLIGENT SYSTEMS CENTER EXTERNAL SERVICES

1. REQUEST FOR COLLABORATION

This service allows the client to collaborate with UP Intelligent Systems Center providing essential financial assistance which is necessary to help achieve the objectives of the event organized by the client.

Office or Division	UP Intelligent Systems Center - Admin Division
Classification	Simple
Type of Transaction	G2B - Government to Business G2C - Government to Citizen
Who may Avail	UP Offices, Units, and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request with Funding Support	
1. Letter Request for collaboration with funding support (1 Digital Copy, PDF File)	Requesting Party
2. Accomplished Line-Item Budget (1 Digital Copy, PDF File)	UP ISC Website
Request without Funding Support	
1. Letter Request for collaboration with funding support (1 Digital Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter, with attachment as applicable, through: isc@up.edu.ph . Note: Email subject should be: "Request for Collaboration - [Title of the event]"	1.1 Send an acknowledgement email to the Requesting Party.	None	30 Minutes	<i>Deputy Director for Research ISC</i>
	1.2 Evaluate the Request and endorse it to the Executive Director.	None	1 Day	<i>Deputy Director for Research ISC</i>
	1.3 Review and decide whether request is approved or rejected	None	30 Minutes	<i>Executive Director ISC</i>
2. Client Receives Decision	2.1 Send Final Decision to client via email	None	20 Minutes	<i>Deputy Director for Research ISC</i>
TOTAL		None	2 Days, 20 Minutes	

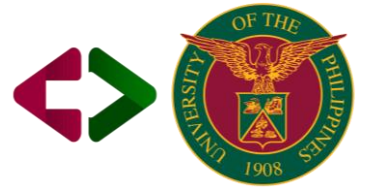
2. REQUEST FOR RESOURCE SPEAKER AND EXPERTS

The service allows the client to request for the UP Intelligent Systems Center to send or recommend an affiliate or fellow which is necessary for the client's event or function.

Office or Division	UP Intelligent Systems Center - Admin Division
Classification	Simple
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request for Expert(s) in the field of Data Science, Artificial Intelligence, or Complex Science (1 Digital Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter through: isc@up.edu.ph . Note: Email subject should be: "Request for Resource Speaker or Expert - [Title of the event]"	1.1 Send an acknowledgement email to the Requesting Party.	None	30 Minutes	Deputy Director for Research ISC
	1.2 Identify affiliates and experts to contact regarding the request.	None	10 Minutes	Deputy Director for Research ISC
	1.3 Contact identified affiliates and experts.	None	15 Minutes	Deputy Director for Research ISC
	1.4 Await response from affiliates and experts.	None	2 Days	Deputy Director for Research ISC
2. Receive update.	2.1 Provide the client with an update.	None	5 Minutes	Deputy Director for Research ISC
TOTAL		None	3 Days	



UP INTELLIGENT SYSTEMS CENTER INTERNAL SERVICES

1. APPLICATION / RENEWAL OF ISC AFFILIATION

The service allows the client to apply for or renew their affiliation to the UP Intelligent Systems Center (ISC) which is necessary to engage with the activities and programs of the UP ISC, including applying for research grants.

Office or Division	UP Intelligent Systems Center - Research Division
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Affiliate Application Form (1 Digital Copy)	UP ISC Website
2. Headshot Photo, colored (1 Digital Copy)	Requesting Party
3. Appointment Paper / Service Record / Notice of Salary Adjustment (1 Digital Copy, PDF File)	Requesting Party's Human Resource Development Office (HRDO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish affiliate application form through the UP ISC Website .	1.1 Send an acknowledgement email to the Requesting Party.	None	5 minutes	<i>Deputy Director for Research ISC</i>
	1.2 Generate the affiliation form.	None	3 Hours	<i>Deputy Director for Research ISC</i>
	1.3 Route affiliation form for Signatures via Adobe Sign.	None	5 Days	<i>Deputy Director for Research ISC</i>
	1.4 Receive application document with completed signatures.	None	1 Day	<i>Deputy Director for Research ISC</i>
2. Receive confirmation of affiliation and a copy of the affiliation document via email	2.1 Inform the client that their application is successful, and send a copy of the affiliation	None	15 Minutes	<i>Deputy Director for Research ISC</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	document via email.			
TOTAL		None	6 Days, 3 Hours, 20 Minutes	

2. REQUEST FOR BUDGET REALIGNMENT AND PROJECT EXTENSION OF UP ISC-FUNDED PROJECTS

This service allows the client to update their allocated budget or extend the duration of their ISC-funded project which is necessary to successfully attain the objectives of their project.

Office or Division	UP Intelligent Systems Center - Admin and Research Division
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP ISC Project Investigators and Project Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Budget Realignment	
1. Letter Requesting for Budget Realignment (1 Digital Copy, PDF File)	Requesting Party
2. Initial and Updated Line-Item Budget (LIB) (1 Digital Copy, PDF File)	Requesting Party
Project Extension	
1. Letter Requesting for Project Extension (1 Digital Copy, PDF File)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents through isc@up.edu.ph and cc researchstaff.isc@up.edu.ph Note: Email subject should be: "Request for Budget Realignment or Extension-[Project ID]"	1.1 Send an acknowledgement email to the Requesting Party.	None	30 Minutes	<i>Deputy Director for Research ISC</i>
	1.2 Evaluate the request and endorse it to the Executive Director	None	3 Days	<i>Deputy Director for Research ISC</i>
	1.3 Review and decide whether the request is approved or rejected.	None	30 Minutes	<i>Executive Director ISC</i>
	1.4 Route for CU Approval.	None	30 Minutes	<i>Deputy Director for Research ISC</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive decision.	2.1 Send Final Decision to client via email.	None	5 Minutes	<i>Executive Director</i> ISC
TOTAL		None	4 Days, 35 Minutes	

3. REQUEST FOR COLLABORATION

This service allows the client to collaborate with UP Intelligent Systems Center (ISC), which may include providing essential financial assistance, which is necessary to help achieve the objectives of the event organized by the client.

Office or Division	UP Intelligent Systems Center - Admin and Research Division
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices, Units, and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request with Funding Support	
1. Letter Request for collaboration with funding support (1 Digital Copy, PDF File)	Requesting Party
2. Accomplished Line-Item Budget (1 Digital Copy, PDF File)	UP ISC Website
Request without Funding Support	
3. Letter Request for collaboration with funding support (1 Digital Copy, PDF File)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter (and accomplished Line-item Budget if with Funding Support) through: isc@up.edu.ph and CC: researchstaff.isc@up.edu.ph Note: Email subject should be: "Request for Collaboration - [Title of the event]"	1.1 Send an acknowledgement email to the Requesting Party	None	30 Minutes	Deputy Director for Research
	1.2 Evaluate the request and endorse it to the Executive Director	None	1 Day	Deputy Director for Research
	1.3 Review and decide whether request is approved or rejected	None	30 Minutes	Executive Director
	1.3a If rejected, end of transaction.	None		
	1.3b	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If approved, proceed to step 1.4			
TOTAL (If rejected)		None	2 days	
	1.4 Route Request letter through DRS for endorsement of OVPA	None	5 Minutes	Deputy Director for Research
	1.5 Process through BULSA for Budget Clearance	None	5 Minutes	Deputy Director for Research
	1.5a If UPSA Unit, end of transaction	None		
	1.5b If from another Constituent University, Proceed to step 1.6.	None		
TOTAL (If accepted & UPSA Unit)		None	2 Days, 10 Minutes	
	1.6 Process for transferring of funds through DRS.	None	5 Minutes	Deputy Director for Research
2. Receive update.	2.1 Send Update to client via email	None	5 Minutes	Deputy Director for Research
TOTAL (If accepted & another CU)		None	1 Day, 1 hour, 5 Minutes	

4. REQUEST FOR RESOURCE SPEAKER AND EXPERT

The service allows the client to request for the UP Intelligent Systems Center (ISC) to send or recommend an affiliate or fellow which is necessary for the client's event or function.

Office or Division	UP Intelligent Systems Center - Admin and Research Division
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices, Units, and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request for Expert(s) in the field of Data Science, Artificial Intelligence, or Complex Science (1 Digital Copy, PDF File)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter through isc@up.edu.ph and CC: researchstaff.isc@up.edu.ph Note: Email subject should be: "Request for Resource Speaker or Expert - [Title of the event]"	1.1 Send an acknowledgement email to the Requesting Party	None	15 Minutes	<i>Deputy Director for Research ISC</i>
	1.2 Identify affiliates and experts to contact regarding the request	None	15 Minutes	<i>Deputy Director for Research ISC</i>
	1.3 Contact identified affiliates and experts	None	15 Minutes	<i>Deputy Director for Research ISC</i>
	1.4 Await response from affiliates and experts	None	2 Days	<i>Deputy Director for Research ISC</i>
2. Receive update	2.1 Provide client with an update	None	5 Minutes	<i>Deputy Director for Research ISC</i>
TOTAL		None	2 Days, 50 Minutes	

5. REQUEST FOR USE OF UP DATA COMMONS FACILITIES

This service allows the client to request the use of the computing facilities of the UP Data Commons, which is necessary to support projects and research that require computing power, data storage, and server access.

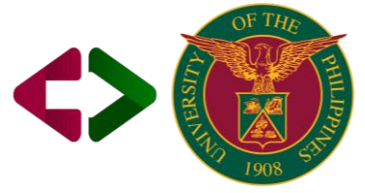
Office or Division	UP Intelligent Systems Center - Facilities Division
Classification	G2G - Government to Government
Type of Transaction	Highly Technical
Who may Avail	UP Offices, Units, and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished UP Data Commons Application Form	UP Data Commons Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish application form at UP Data Commons Website	1.1 Receive application from client	None	15 Minutes	<i>Deputy Director for Facilities ISC</i>
2. Receives confirmation email	2.1 Send confirmation email along scheduling a technical consultation	None	5 Minutes	<i>Deputy Director for Facilities ISC</i>
	2.2 Review Technical Requirements of Request	None	5 Days	<i>Deputy Director for Facilities ISC</i>
3. Schedule for technical consultation via confirmation email sent through email	3.1 Confirm availability for scheduled technical consultation with client	None	15 Minutes	<i>Deputy Director for Facilities ISC</i>
4. Attend technical consultation via Google Meeting	4.1 Attend technical consultation with client	None	1 Day	<i>Deputy Director for Facilities ISC</i>
	4.2 Decide whether application is accepted or rejected	None	30 Minutes	<i>Deputy Director for Facilities ISC</i>

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2a If rejected, inform the client	None	15 Minutes	<i>Deputy Director for Facilities ISC</i>
	4.2b If accepted, compute fees using the Cost Calculator found at UP Data Commons Website and create resources	None	5 Hours	<i>Deputy Director for Facilities ISC</i>
TOTAL if request is rejected		None	6 days, 1 hour, 20 Minutes	
5. Receive decision (and access credentials if accepted) via email	5.1 Send decision to client (and access credentials if accepted) to client via email	None	1 day	<i>Deputy Director for Facilities ISC</i>
TOTAL		None	7 days, 6 hours, 5 Minutes	

Server Pricing of UP Data Commons					
Server/Model	Monthly	Annual	CPU (# of Cores)	RAM (GB)	Storage (GB)
Small Database Server	₱ 3,725.00	₱ 44,700.00	8	16	320
Medium Database Server	₱ 4,100.00	₱ 49,200.00	8	16	512
2TB Database Server	₱ 7,100.00	₱ 85,200.00	8	16	2048
Large Database Server	₱ 7,450.00	₱ 89,000.00	16	32	640
Larger Database Server	₱ 8,200.00	₱ 98,000.00	16	32	1024
4TB Database Server	₱ 11,006.25	₱ 132,075.00	8	16	4048
Large-scale Computational Models	₱ 30,675.00	₱ 368,100.00	20	256	1024



UP BONIFACIO GLOBAL CITY (UP BGC) EXTERNAL SERVICES

1. REQUEST FOR BOOKING OF EVENT VENUE (GOOGLE FORM)

This service allows clients to book event venues managed by the UP BGC needed for their event.

Office or Division	UP Bonifacio Global City
Classification	Simple
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished pre-booking Google Form	UP Bonifacio Global City
2. Letter Request (1 Digital Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Google Form and attach the letter request. Refer to the table below for the Facility Rental Rates.	1.1. Receive and review the accomplished Google form and supporting documents.	None	10 Minutes	<i>Executive Director</i> UP BGC
	1.2 Check the calendar for the availability of the requested date.	None	15 Minutes	<i>Executive Director</i> UP BGC
	1.2.a. If not available, inform the client of non-availability.	None	15 Minutes	<i>Executive Director</i> UP BGC
TOTAL (if not available)		None	40 Minutes	
	1.2.b. If available, pre-book the date and send the venue quotation to the client for review and confirmation. Note: The venue is reserved for 15	None	1 Day	<i>Executive Director</i> UP BGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	days after pre-booking.			
2. Receive, review, and sign quotation, then send to UP BGC via email at upsbgc@up.edu.ph	2.1 Receive signed venue quotation and finalize booking.	None	5 Minutes	<i>Executive Director</i> UP BGC
	2.2 Send Contract of Facility to the client.	None	10 Minutes	<i>Executive Director</i> UP BGC
3. Receive, review, and sign contract, then send to UP BGC via email at upsbgc@up.edu.ph Note: Payment shall be made 50% two weeks before and 50% one day before the event.	3.1 Receive contract and confirm booking.	None	5 Minutes	<i>Executive Director</i> UP BGC
TOTAL		None	1 Day, 45 minutes	

Facility Rental Rates			
Facility	Capacity (pax)		Rate per Hour (Php/hr)
4th Floor Auditorium	Classroom type	250	2,800.00
	Theater type	300	
4th Floor Pre-Function Room	Anteroom of Auditorium for catering	100	1,200.00
Regular Function Rooms	Classroom type (1:1)	20	900.00
	Classroom type (1:2)	40	
	Theater type	50	
UGF 1-03	Classroom type (1:1)	75	1,850.00
	Classroom type (1:2)	150	
	Theater type	100	
UGF 1-04	Small theater-type	50	1,400.00
UGF 1-05	Good for catering	100	1,400.00
Medium Function Rooms	Classroom type (1:1)	30	1,550.00
	Classroom type (1:2)	60	
LGF Space C	Good for catering or as function room	200	2,000.00

2. REQUEST FOR GATE PASS

This service allows clients to secure a Gate Pass for bringing items in or out of the campus before scheduled events.

Office or Division	UPS Bonifacio Global City
Classification	Simple
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Gate Pass Form (3 Original copies)	UP BGC - Receptionist/Lobby Guard
2. List of items to be brought-in/brought-out (1 Printed Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form, signed by the Head Security Personnel, to the Supervising Office Associate located at the 6th floor of UP BGC.	1.1. Check the completeness and correctness of all entries and attachments.	None	15 Minutes	<i>Executive Director</i> UP BGC
2. Receive the signed Gate Pass.	2.1. Sign the Gate Pass Form and return to the client.	None	5 Minutes	<i>Executive Director</i> UP BGC
TOTAL		None	20 Minutes	

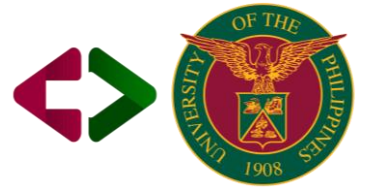
3. REQUEST FOR WORKING PERMIT

This service allows renters or lessees to obtain a Working Permit from UP BGC for contractor fit-outs, repairs, or renovations.

Office or Division	UP Bonifacio Global City
Classification	Simple
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Working Permit Form (3 copies)	UP BGC - Receptionist/Lobby Guard
2. List of Contractor's staff	Requesting Party
3. List of items to be brought in / brought out	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form, signed by the Head Security Personnel, to the Supervising Office Associate located at the 6th floor of UP BGC.	1.1. Check the completeness and correctness of all entries and attachments.	None	15 Minutes	<i>Executive Director</i> UP BGC
2. Receive the signed Working Permit.	2.1. Sign the Working Permit Form and return to the client.	None	5 Minutes	<i>Executive Director</i> UP BGC
TOTAL		None	20 Minutes	



UP BONIFACIO GLOBAL CITY (UP BGC) INTERNAL SERVICES

1. REQUEST FOR BOOKING OF EVENT VENUE (GOOGLE FORM)

This service allows clients to book event venues managed by the UP BGC needed for their event.

Office or Division	UP Bonifacio Global City
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished pre-booking Google Form	UP Bonifacio Global City
2. Letter Request (1 Digital Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Google Form and attach the letter request. Refer to the table below for the Facility Rental Rates.	1.1. Receive and review the accomplished Google form and supporting documents.	None	10 Minutes	<i>Executive Director</i> UP BGC
	1.2 Check the calendar for the availability of the requested date.	None	15 Minutes	<i>Executive Director</i> UP BGC
	1.2.a. If not available, inform the client of non-availability.	None	15 Minutes	<i>Executive Director</i> UP BGC
TOTAL (if not available)		None	40 Minutes	
	1.2.b. If available, pre-book the date and send the venue quotation to the client for review and confirmation. Note: The venue is reserved for 15 days after pre-booking.	None	1 Day	<i>Executive Director</i> UP BGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive, review, and sign quotation, then send to UP BGC via email at upsbgc@up.edu.ph	2.1 Receive signed venue quotation and finalize booking.	None	5 Minutes	<i>Executive Director</i> UP BGC
	2.2 Send Contract of Facility to the client.	None	10 Minutes	<i>Executive Director</i> UP BGC
3. Receive, review, and sign contract, then send to UP BGC via email at upsbgc@up.edu.ph Note: Payment shall be made 50% two weeks before and 50% one day before the event.	3.1 Receive contract and confirm booking.	None	5 Minutes	<i>Executive Director</i> UP BGC
TOTAL		None	1 Day, 45 minutes	

Facility Rental Rates			
Facility	Capacity (pax)		Rate per Hour (Php/hr)
4th Floor Auditorium	Classroom type	250	2,800.00
	Theater type	300	
4th Floor Pre-Function Room	Anteroom of Auditorium for catering	100	1,200.00
Regular Function Rooms	Classroom type (1:1)	20	900.00
	Classroom type (1:2)	40	
	Theater type	50	
UGF 1-03	Classroom type (1:1)	75	1,850.00
	Classroom type (1:2)	150	
	Theater type	100	
UGF 1-04	Small theater-type	50	1,400.00
UGF 1-05	Good for catering	100	1,400.00
Medium Function Rooms	Classroom type (1:1)	30	1,550.00
	Classroom type (1:2)	60	
LGF Space C	Good for catering or as function room	200	2,000.00

2. REQUEST FOR GATE PASS

This service allows clients to secure a Gate Pass for bringing items in or out of the campus before scheduled events.

Office or Division	UPS Bonifacio Global City
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Gate Pass Form (3 copies)	UP BGC - Receptionist/Lobby Guard
2. List of items to be brought-in/brought-out	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form, signed by the Head Security Personnel, to the Supervising Office Associate located at the 6th floor of UP BGC.	1.1. Check the completeness and correctness of all entries and attachments.	None	15 Minutes	<i>Executive Director</i> UP BGC
2. Receive the signed Gate Pass.	2.1. Sign the Gate Pass Form and return to the client.	None	5 Minutes	<i>Executive Director</i> UP BGC
TOTAL		None	20 Minutes	

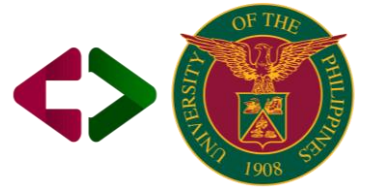
3. REQUEST FOR WORKING PERMIT

This service allows renters or lessees to obtain a Working Permit from UP BGC for contractor fit-outs, repairs, or renovations.

Office or Division	UPS Bonifacio Global City
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Working Permit Form (3 copies)	UP BGC - Receptionist/Lobby Guard
2. List of Contractor's staff	Requesting Party
3. List of items to be brought in / brought out	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form, signed by the Head Security Personnel, to the Supervising Office Associate located at the 6th floor of UP BGC.	1.1. Check the completeness and correctness of all entries and attachments.	None	15 Minutes	<i>Executive Director</i> UP BGC
2. Receive the signed Working Permit.	2.1. Sign the Working Permit Form and return to the client.	None	5 Minutes	<i>Executive Director</i> UP BGC
TOTAL		None	20 Minutes	



UP RESILIENCE INSTITUTE EXTERNAL SERVICES

1. REQUEST FOR COLLABORATION WITH UPRI

This service allows the client to request collaboration with the UPRI for a project.

Office or Division	UP Resilience Institute - Office of the Executive Director
Classification	Complex
Type of Transaction	G2B - Government to Business G2G - Government to Government G2C - Government to Citizen
Who may Avail	SUCs, Government Agencies, LGUs, International and Local NGOs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request 2. Application Guidelines 3. Requirements and Procedure	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit project proposal/ collaboration request to the Office of the Executive Director through email resilience.institute@up.edu.ph .	1.1 Receive request and forward to concerned division.	None	1 Hour	<i>Executive Director</i> UPRI
	1.2 Develop concept note/draft project proposal. Note: In collaboration with clients`.	None	3 Days	<i>Executive Director</i> UPRI
	1.3 Forward the proposal to the Executive Director for approval.	None	1 Hour	<i>Executive Director</i> UPRI
2. Receive approved proposal.	2. Send the approved proposal to the requesting party.	None	1 Hour	<i>Executive Director</i> UPRI
TOTAL		None	3 Days and 3 Hours	

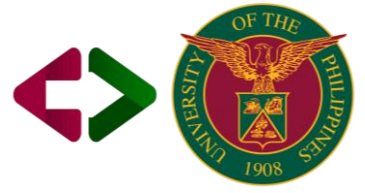
2. REQUEST FOR RESOURCE SPEAKER

This service allows clients to request for a resource speaker for their training workshops, conferences, or lectures.

Office or Division	UP Resilience Institute-Office of the Executive Director
Classification	Simple
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	SUCs, Government Agencies, LGUs, International and Local NGOs, Private Sectors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request addressed to the Executive Director (1 Digital Copy) 2. Scope of Program (1 Digital Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request and scope of program to the Office of the Executive Director through email resilience.institute@up.edu.ph	1.1 Receive and evaluate the request.	None	1 Hour	<i>Executive Assistant</i> UPRI
	1.2 Coordinate the availability of the requested Resource Speaker.	None	1 Hour	<i>Executive Assistant</i> UPRI
2. Receive the approval or the disapproval of the request.	1.3 Inform the client of the approval or disapproval of the request.	None	1 Hour	<i>Executive Assistant</i> UPRI
TOTAL		None	3 Hours	



UP RESILIENCE INSTITUTE INTERNAL SERVICES

1. REQUEST FOR CONDUCT OF LEARNING AND DEVELOPMENT PROGRAM ON CLIMATE RESILIENCE

This service allows interested parties to request for development and conduct of a capacity building or learning and development program on Climate Change Adaptation/Mitigation and Disaster Risk Reduction and Management for Resilience.

Office or Division	Office of the Executive Director
Classification	Simple
Type of Transaction	G2B - Government to Business G2G - Government to Government G2C - Government to Citizen
Who may Avail	SUCs, Government Agencies, LGUs, Private Sectors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request addressed to the Executive Director (1 Digital Copy)	Requesting Party
Scope of Program	
1. Details of program addressed to the Institution Building Division	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request and scope of program to the Office of the Executive Director through email resilience.institute@up.edu.ph	1.1 Receive and evaluate the request.	None	1 Hour	<i>Executive Assistant</i> UPRI
	1.2 Coordinate the availability of the requested Resource Speaker, Venue	None	1 Hour	<i>Executive Assistant</i> UPRI
	1.3 Issuance of the approved request	None	1 Hour	<i>Executive Assistant</i> UPRI
2. Submit program details to the Institution Building Division through email ib.upri@up.edu.ph	2.1 Receive and evaluate the program	None	1 Hour	<i>Executive Director</i> UPRI
	2.2 Coordinate regarding training	None	1 Hour	<i>Executive Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and activity details with requesting party			UPRI
3. Receive response or signed copy from UPRI.	3.1 Issuance of finalized program agreement	None	1 Hour	<i>Executive Director</i> UPRI
TOTAL		None	6 Hours	

2. REQUEST FOR INTERVIEW

This service allows clients to request a UPRI personnel for an interview to gather information, insights, or clarifications relevant to their study or project.

Office or Division	Office of the Executive Director
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Colleges and Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request addressed to the Executive Director (1 Digital Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the Office of the Executive Director through email resilience.institute@up.edu.ph	1.1 Receive and evaluate the request.	None	1 Hour	<i>Executive Director</i> UPRI
	1.2 Forward the request to the concerned division/office.	None	1 Hour	<i>Executive Director</i> UPRI
	1.3 Coordinate the availability of the concerned personnel.	None	1 Hour	<i>Executive Director</i> UPRI
2. Receive the approval or the disapproval of the request.	2.1 Issuance of the approved/disapproved request.	None	1 Hour	<i>Executive Director</i> UPRI
TOTAL		None	4 Hours	

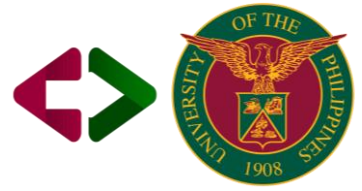
3. REQUEST FOR RESOURCE SPEAKER

To engage a qualified individual to share expertise as a resource speaker for training workshops, conferences, or lectures.

Office or Division	Office of the Executive Director
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Colleges and Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request addressed to the Executive Director	1. Requesting Party
2. Scope of Program	2. Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request and scope of program to the Office of the Executive Director through email resilience.institute@up.edu.ph	1.1 Receive and evaluate the request	None	1 Hour	<i>Executive Director</i> UPRI
	1.2 Forward the request to concerned division/office	None	1 Hour	<i>Executive Director</i> UPRI
	1.3 Coordinate the availability of the requested Resource Speaker	None	1 Hour	<i>Executive Director</i> UPRI
2. Receive approval/disapproval of the request	2.1 Issuance of the approved/disapproved request	None	1 Hour	<i>Executive Director</i> UPRI
TOTAL		None	4 Hours	



**OFFICE OF THE VICE PRESIDENT FOR
ACADEMIC AFFAIRS
INTERNAL SERVICES**

1. REQUEST FOR ENDORSEMENT OF APPLICATIONS FOR FELLOWSHIP (PhD, MASTER'S and POST-DOCTORAL)

This service allows the transacting client to request for endorsement of applications for a PhD or a Master's Fellowship and for a Post-doctoral Research Grant under the Faculty, REPS and Administrative Staff Development Program (FRASDP).

Office or Division	Office of the Vice President for Academic Affairs (OVPAAs)
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Universities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Form 11.2 Fellowship Application Form (1 Digital Copy) 2. Form 11.5 Post-doctoral Research Grant Fellowship (1 Digital Copy)	OVPAAs Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly-endorsed application form (OVPAAs Form 11.2 for Master's PhD or for Post-Doctoral) thru the Document Routing System (DRS) of the Office of the Vice President for Academic Affairs (OVPAAs-MAIN) ovpaa@up.edu.ph	1.1 Receive the DRS entry and forward to DRS OVPAAs-ResDev resmgt.ovpaa@up.edu.ph	None	1 Minute	Records Officer, University Researcher III Faculty Development (FD) Section
	1.2. Submit duly-endorsed application form (OVPAAs Form 11.2) thru the Document Routing System (DRS) of the Resource Management (OVPAAs-RESMGT;	None	1 Minute	University Researcher III FD Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	resmgt.ovpaa@up.edu.ph)			
	1.3 Receive the DRS entry and forward to DRS OVPAA-FRASDP fellowship.ovpaa@up.edu.ph	None	1 Minute	<i>University Researcher III</i> FD Section
	1.4. Receive the DRS and download application form and supporting documents.	None	10 Minutes	<i>University Researcher III</i> FD Section
	1.5. Review for the completeness of documents and record the application in the FRASDP application monitoring sheet. 1.5.1 If the documents are incomplete, return DRS to the unit of the applicant	None	10 Minutes	<i>University Researcher III</i> FD Section
	1.6. Review the application in terms of the plan of the unit, degree program to be pursued, chosen University, and the proposed budget.	None	2 Days	<i>University Researcher III</i> FD Section
	1.7. Forward the initial assessment of the application to the Assistant Vice President for Academic Affairs for Faculty Development (AVPAA-FD) for further review.	None	5 Minutes	<i>University Researcher III</i> FD Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8. Review the initial assessment of the application ¹ (meritorious or non-meritorious) and return to the Faculty Development Section for endorsement or instructions.	None	1 Day	AVPAA - FD OVPA
	1.9. Receive final assessment of the AVPAA and forward the result of the assessment to the applicant for confirmation of the budget.	None	30 Minutes	<i>University Researcher III</i> FD Section
2. Confirm the proposed budget for the fellowship.	2.1 Prepare an endorsement letter to the President and forward it to the AVPAA-FD for review.	None	1 Hour	<i>University Researcher III</i> FD Section
	2.2 Review the endorsement and affix initials for the signature of the VPAA. Return to the FD Section for processing.	None	1 Hour	AVPAA - FD OVPA
	2.3 Finalize the endorsement letter and attachments and forward to the VPAA for signature	None	30 Minutes	<i>University Researcher III</i> FD Section
	2.4. Sign the endorsement letter and return to the FD Section for	None	1 Day	VPAA OVPA

¹ 1275th BOR-Approved guidelines (For eligibility and benefits)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	processing.			
	2.5. Scan and upload the signed endorsement letter to the Office of the President through Office of the Vice President for Planning and Finance (OVPPF) via Budget Utilization, Liquidation and System Analytics (BULSA).	None	30 Minutes	<i>University Researcher III</i> FD Section
	2.6. Review and identify of fund source	None	1 Day	<i>Director</i> SBO
	2.7. Review and certify availability of funds	None	1 Day	<i>Director</i> SAO
	2.8. Review and approve the budget	None	1 Day	<i>Director</i> SBO
	2.9. Process budget clearance for approval of the President	None	2 Days	<i>OVPPF</i>
	2.10. Approve application and budget clearance	None	5 Days	<i>President</i> OP
3. Receive approval.	3.1 Download and email the approval to the applicant to commence the 1) execution of contract by the applicant; and 2) request for the release of funds from OVPPF	None	10 Minutes	<i>University Researcher III</i> FD Section
TOTAL		None	14 Days, 4 Hours, 8 Minutes	

2. REQUEST FOR ENDORSEMENT OF APPLICATIONS TO THE RESEARCH DISSEMINATION GRANT (RDG)

This service allows the transacting client to request for endorsement of applications to the Research Dissemination Grant (RDG).

Office or Division	Office of the Vice President for Academic Affairs (OVPAAs)
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Universities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. OVPAAs-RDG Form 6.0 - Application Form (1 Digital Copy) 2. Form 6.1 - Conference Report (1 Digital Copy) 3. Form 6.2 - Promissory Note (1 Digital Copy)	OVPAAs Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly-endorsed application form Research Dissemination Grant (RDG) (OVPAAs-RDG Form 6.0) thru the Document Routing System (DRS) of the Resource Management (OVPAAs-RESMGT; resmgt.ovpaa@up.edu.ph) Note: Submit during the following cycle period: February 10-15 April 10-15 June 10-15	1.1. Receive application through the DRS-OVPAAs RESMGT and forward DRS to DRS OVPAAs-RDG	None	2 Minutes	<i>University Researcher III</i> Faculty Development (FD) Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
August 10-15 October 10-15 December 10-15				
	1.2. Receive the DRS and download the application and check the completeness of supporting documents.	None	20 Minutes	<i>University Researcher III</i> FD Section
	1.3. Assign code for the application.	None	5 Minutes	<i>University Researcher III</i> FD Section
	1.4. Confirm the receipt of the application to the applicant through email.	None	10 Minutes	<i>University Researcher III</i> FD Section
	1.5. Encode the application information in the RDG monitoring sheet.	None	2 Hours	<i>University Researcher III</i> FD Section
	1.6. After the cycle deadline (day 15 of the cycle), compile the applications linked through a Google folder, assign prioritization per application and prepare a summary of the applications for the cycle period.	None	5 Days	<i>University Researcher III</i> FD Section
	1.7. Forward the application forms and the summary to the Assistant Vice President for Academic Affairs	None	10 Minutes	<i>University Researcher III</i> FD Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	for Faculty Development (AVPAA-FD) for evaluation.			
	1.8. Evaluate the applications. 1.8.1 If application is recommended, affix initials. 1.8.2 If application is not recommended, a note is attached to the application.	None	1 Day	AVPAA - FD OVPAA
	1.9. Return the application forms to the staff for action of the Vice President for Academic Affairs (VPAA).	None	5 Minutes	AVPAA - FD OVPAA
	1.10. Receive and process the application forms 1.10.1 For endorsed and with initials of the AVPAA-FD, forward to the VPAA for signature/endorsement to the President 1.10.2 For applications that are not endorsed, notify applicant thru email	None	10 Minutes	University Researcher III FD Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.11. Sign the application forms	None	1 Day	VPAA OVPA
	1.12. Scan the signed application forms	None	1 Hour	University Researcher III FD Section
	1.13. Transmit the signed application forms via DRS through the Office of Secretary of the University (OSU) for approval of the Office of the President (OP).	None	5 Minutes	University Researcher III FD Section
	1.14. Receive and forward the DRS to the OP	None	3 Minutes	Executive Assistant III OSU
	1.15 Receive the application	None	5 Minutes	Executive Assistant IV OP
	1.16 Review the application	None	4 Hours	Executive Assistant IV OP
	1.17 Sign the application	None	2 Days	President OP
	1.18 Send the signed application to the OSU via DRS	None	5 Minutes	Administrative Aide VI OP
	1.17. Receive and forward DRS to OVPA	None	3 Minutes	Executive Assistant III OSU
	1.18. Receive the DRS.	None	1 Minute	University Researcher III FD Section
2. Receive approval.	2. Email the notification of approval to the applicant and instructions to submit OVPA Form 6.2 (Promissory Note)	None	10 Minutes	University Researcher III FD Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	to commence release of the monetary award			
TOTAL		None	9 Days, 8 Hours and 34 Minutes	

3. REQUEST FOR ENDORSEMENT OF APPLICATIONS TO THE VISITING PROFESSOR PROGRAM

This service allows the transacting client to request for endorsement of applications to the Visiting Professor Program.

Office or Division	Office of the Vice President for Academic Affairs (OVPAAs)
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP Faculty Members through the UP Constituent Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
OVPAAs-VPP-Form 7.0	OVPAAs Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form and supporting documents via the Document Routing System (DRS).	1.1 Receive the DRS entry for the application.	None	1 Minute	<i>University Researcher III (University Researcher III) or Secretary II Faculty Development (FD) Section</i>
	1.1.1 Input the basic information of the applicant in the monitoring database	None	5 Minutes	<i>University Researcher III FD Section</i>
	1.2 Review the application documents and create an individual Google folder for the application.	None	1 Hour	<i>University Researcher III FD Section</i>
	1.2.1 If the application is incomplete or relevant documents are still needed to complete the evaluation, return the application to	None	5 Minutes	<i>University Researcher III FD Section</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	OVCAA through DRS and email. Then follow Step 1.			
	1.2.2 If the information is complete, email the initial evaluation of the documents to the Assistant Vice President for Academic Affairs for Faculty Development (AVPAA-FD).	None	5 Minutes	<i>University Researcher III</i> FD Section
	1.3 Review the summary and email to the Appointments-Evaluator	None	1 Day	AVPAA - FD OVCAA
	1.4 Receive and print the recommendation with the application form and send to the Vice President for Academic Affairs (VPAA) for signature	None	10 Minutes	<i>University Researcher III</i> FD Section
	1.5 Sign the application form.	None	1 Day	VPAA OVCAA
	1.6 Scan and upload in the Visiting Professor Program (VPP) Google Folder the signed application form. Release thru DRS to the Office of the Secretary of the University (OSU) with the link to the Google	None	10 Minutes	<i>University Researcher III</i> FD Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Folder of the application.			
	1.7 Receive and forward DRS to Office of the President (OP)	None	5 Minutes	<i>Executive Assistant III</i> OSU
	1.8 Receive DRS	None	5 Minutes	<i>Executive Assistant IV</i> OP
	1.8.1 Review the application	None	4 Hours	<i>Executive Assistant IV</i> OP
	1.8.3 Approve the application	None	2 Days	<i>President</i> OP
	1.8.4 Release signed application form to OSU thru DRS	None	5 Minutes	<i>Administrative Aide VI</i> OP
	1.9 Receive and release to OVCAA thru DRS	None	3 Minutes	<i>Executive Assistant III</i> OSU
	1.10 Receive the approved application form	None	1 Minute	<i>University Researcher III</i> FD Section
	1.11 Forward to OVCAA the DRS with the copy of the approval and the request for travel documents to start the processing of the transfer of funds.	None	5 Minutes	<i>University Researcher III</i> FD Section
TOTAL		None	4 Days, 6 Hours	

4. REQUEST FOR ENDORSEMENT OF FACULTY APPOINTMENTS

This service allows the transacting client to request for endorsement of faculty appointment matters (tenure, waiver of tenure, sabbatical, extension beyond compulsory retirement and for the renewal/reappointment, reclassification and change status of part time to full time of full professors).

Office or Division	Office of the Vice President for Academic Affairs (OVPA)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Faculty Members through the UP Constituent Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Basic paper endorsed by the VCAs or ADAA and the Chancellors or Dean UPTC and supporting documents (such as letter of endorsements, Service Record, PDS/CV, SET, mentoring activities, copy of publications/accomplishments)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form and supporting documents via the Document Routing System (DRS).	1.1 Receive the DRS entry for the application.	None	1 Minute	<i>University Researcher III (University Researcher III) or Secretary II Faculty Development (FD) Section</i>
	1.1.1 Input the basic information of the applicant in the monitoring database	None	5 Minutes	<i>University Researcher III FD Section</i>
	1.2 Review the application documents and create an individual Google folder for the application.	None	1 Hour	<i>University Researcher III FD Section</i>
	1.2.1 If the application is	None	5 Minutes	<i>University Researcher III</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	incomplete or relevant documents are still needed to complete the evaluation, return the application to OVCAA through DRS and email. Then follow Step 1.			FD Section
	1.2.2 If the information is complete, email the initial evaluation of the documents to the Assistant Vice President for Academic Affairs for Faculty Development (AVPAA-FD).	None	5 Minutes	<i>University Researcher III</i> FD Section
	1.3 Review the summary and email to the Appointments-Evaluator	None	1 Day	AVPAA - FD OVCAA
	1.4 Receive and print the recommendation with the application form and send to the Vice President for Academic Affairs (VPAA) for signature	None	10 Minutes	<i>University Researcher III</i> FD Section
	1.5 Sign the application form.	None	1 Day	VPAA OVCAA
	1.6 Scan and upload in the Visiting Professor Program (VPP) Google Folder the	None	10 Minutes	<i>University Researcher III</i> FD Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	signed application form. Release thru DRS to the Office of the Secretary of the University (OSU) with the link to the Google Folder of the application.			
	1.7 Receive and forward DRS to Office of the President (OP)	None	3 Minutes	<i>Executive Assistant III</i> OSU
	1.8 Receive DRS	None	4 Hours	<i>Executive Assistant IV</i> OP
	1.8.1 Approve the Application Form	None	2 Days	<i>President</i> OP
	1.8.2 Release signed application form to OSU thru DRS	None	5 Minutes	<i>Administrative Aide VI</i> OP
	1.9 Receive and release to OVCAA thru DRS	None	3 Minutes	<i>Executive Assistant III</i> OSU
	1.10 Receive the approved application form	None	1 Minute	<i>University Researcher III</i> FD Section
	1.11 Forward to OVCAA the DRS with the copy of the approval and the request for travel documents to start the processing of the transfer of funds.	None	5 Minutes	<i>University Researcher III</i> FD Section
TOTAL		None	4 Days, 5 Hours, 53 Minutes	

5. REQUEST FOR ISSUANCE OF TRAVEL AUTHORITY FOR UP SYSTEM OFFICIALS AND REPS

This service allows for the transacting client to request for the issuance of Travel Authority for UP System officials and employees traveling abroad for official business or personal purposes, subject to approval by the UP President.

Office or Division	Office of the Vice President for Academic Affairs (OVPA)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	University of the Philippines System Officials, Research, Extension, and Professional Staff (REPS)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For official trips:	
1. A travel request letter, signed by both the requestor and the head of office, must be addressed to the UP President through the Vice President for Academic Affairs (VPAA) and/or Vice President for Research and Innovation (VPRI). The letter should include details such as travel dates, destination, purpose, funding source, and entitlements.	Requesting Party
2. Official letter of invitation	Requesting Party
3. A travel report must be submitted in accordance with Memorandum No. JFA 2024-15.	Travel report template
For personal trips:	
1. A travel request letter, signed by both the requestor and the head of office, must be addressed to the UP President through the Vice President for Academic Affairs (VPAA) and/or Vice President for Research and Innovation (VPRI). The letter should include details such as travel dates, destination, purpose, funding source, and entitlements.	Requesting Party
2. Leave application form (Civil Service Form No. 6)	System Human Resource Development Office, SFAB Building

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary documents to OVPAA through the Document Routing System (DRS).	1.1. Receive the request via DRS and verify the documents.	None	1 Minute	<i>University Researcher III (University Researcher III) Administrative (Admin) Section OVPAA</i>
	1.2 Prepare the documents for the Vice President for Academic Affairs' (VPAA's) recommendation for approval.	None	2 Minutes	<i>University Researcher III Admin Section</i>
	1.3 Draft the travel authority for the VPAA's signature.	None	2 Minutes	<i>University Researcher III Admin Section</i>
	1.4 Review and approve the request and sign the travel authority.	None	2 Days	<i>VPAA OVPAA</i>
	1.5 Endorse the approved travel request to the Office of the Secretary of the University (OSU) via DRS.	None	1 Minute	<i>University Researcher III Admin Section</i>
	1.6 Forward the request to the Office of the President (OP) via DRS.	None	3 Minutes	<i>Executive Assistant III OSU</i>
	1.7 Receive the request	None	5 Minutes	<i>Executive Assistant IV OP</i>
	1.8 Review the request	None	4 Hours	<i>Executive Assistant IV OP</i>
	1.9 Approve the travel request	None	2 Days	<i>President OP</i>
	1.10 Send the approved request	None	5 minutes	<i>Administrative Aide VI</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	to the OSU via DRS			OP
	1.11 Return the approved request to the OVPAA via DRS.	None	3 Minutes	<i>Executive Assistant III</i> OSU
2. Receive the signed travel authority.	2.1 Notify the requestor via DRS of the signed travel authority that it is ready for pick-up at OVPAA.	None	1 Minute	<i>University Researcher III</i> Admin Section
TOTAL		None	4 Days, 4 Hours, 23 Minutes	

6. REQUEST FOR REVIEW AND ENDORSEMENT OF CURRICULAR PROPOSALS FOR INSTITUTION/ADOPTION OF A DEGREE PROGRAM/NON-GE COURSE

This service allows the transacting client to request endorsement of curricular proposals for the institution/adoption of a degree program or non-GE course.

Office or Division	Office of the Vice President for Academic Affairs (OVPAAs)
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Universities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For INSTITUTION of a new degree program	
1. Endorsement addressed to the President from the Vice Chancellor for Academic Affairs and Chancellor.	Requesting Party
2. Proposal for the institution of a new degree program following OVPAA-CURR 2.0 Form. [CURR&INST] Curr Proposal-Institution of Degree Program Template-29July2025.docx	Requesting Party
3. Course syllabi following OVPAA-CURR 4.0 Form, if applicable. [CURR&INST] Curr Proposal-Course Syllabus Template-29July2025.docx	Requesting Party
For PURE ADOPTION of an existing degree program	
1. Endorsement addressed to the President from the Vice Chancellor for Academic Affairs and Chancellor of the adopting unit.	Requesting Party
2. Approved degree program with the proponent's rationale for adoption	Requesting Party
3. Faculty profile	Requesting Party
4. Needs assessment	Requesting Party
5. Budget and effect on resources	Requesting Party
6. Projected income	Requesting Party
7. Proof of discussion between the adopting and offering units	Requesting Party
8. Course syllabi following OVPAA-CURR 4.0 Form, if applicable.	Requesting Party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
[CURR&INST] Curr Proposal-Course Syllabus Template-29July2025.docx	
For ADOPTION of a degree program with 20% or less revisions/modifications	
1. Endorsement addressed to the President from the Vice Chancellor for Academic Affairs and Chancellor of the adopting unit.	Requesting Party
2. Approved degree program with the proponent's rationale with the proposed modifications/revisions.	Requesting Party
3. Faculty profile	Requesting Party
4. Needs assessment	Requesting Party
5. Budget and effect on resources	Requesting Party
6. Projected income	Requesting Party
7. Proposed modifications/revisions	Requesting Party
8. Proof of discussion between the adopting and offering units	Requesting Party
9. Course syllabi following OVPAA-CURR 4.0 Form, if applicable. [CURR&INST] Curr Proposal-Course Syllabus Template-29July2025.docx	Requesting Party
For ADOPTION of a degree program with more than 20% revisions/modifications	
1. Endorsement addressed to the President from the Vice Chancellor for Academic Affairs and Chancellor of the adopting unit.	Requesting Party
2. Approved degree program with the proponent's rationale with the proposed modifications/revisions.	Requesting Party
3. Faculty profile	Requesting Party
4. Needs assessment	Requesting Party
5. Budget and effect on resources	Requesting Party
6. Projected income	Requesting Party
7. Proposed modifications/revisions	Requesting Party
8. Proof of discussion between the adopting and offering units	Requesting Party
9. Course syllabi following OVPAA-CURR 4.0 Form, if applicable. [CURR&INST] Curr Proposal-Course Syllabus Template-29July2025.docx	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the endorsed curricular proposal to OVPAA through the Document Tracking System (DRS) of the University.	1.1 Receive the proposal through DRS and forward it to OVPAA Curriculum & Instruction Section through the same platform.	None	1 Minute	<i>Secretary II</i> Administrative (Admin) Section
	1.2 Receive the proposal in DRS; download all the documents and enter the information in the Curricular Proposal database.	None	10 Minutes	University Researcher III (University Researcher III) Curriculum & Instruction (C&I) Section
	1.3 For new curricular proposals: Review for compliance of the prescribed format, updated references, etc. For previously reviewed proposals: check whether the previous comments were addressed in the recently submitted proposal.	None	5 Days	<i>University Researcher III</i> C&I Section
	1.4 Forward the proposal to the Assistant Vice President for Academic Affairs for Curriculum & Instruction (AVPAA-C&I) for further review via email.	None	5 Minutes	<i>University Researcher III</i> C&I Section
	1.5 Review the proposal based on the curricular	None	3 Days	AVPAA - C&I OVPAA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	proposal review manual.			
	1.6 Revert the reviewed proposal to the C&I Section staff together with comments, if any, or endorsement.	None	5 Minutes	AVPAA - C&I OVPA
	1.7.1 If there are comments, prepare the summary of comments and reference slip for the signature of the VPAA to the (1) Office of the Vice President for Administration (OVPA) and (2) Office of the Vice President for Planning and Finance (OVPPF) for review of the personnel and budget components of the proposal, respectively. 1.7.2 If there are no further comments, prepare the reference slip to OVPA and OVPPF for review of the personnel and budget components and the endorsement of the proposal for consideration of the Academic Affairs Committee (AAC) for	None	5 Minutes	University Researcher III C&I Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	signature of the VPAA.			
	1.8 Sign the reference slip.	None	1 Day	VPAA OVPA
	1.9 Transmit referral slip to OVPA and CU/AAC-Secretariat through DRS.	None	5 Minutes	<i>University Researcher III</i> C&I Section
	1.10 Receive DRS, review proposal, and endorse to OVPPF.	None	5 Days	<i>Project Development Officer IV</i> OVPA
	1.11 OVPPF receives the DRS	None	1 Day	OVPPF
	1.11.1 OVPPF reviews the proposal	None	2 Days	OVPPF
	1.11.2 OVPPF forwards review/endorsement to OVPA through DRS.	None	1 Day	OVPPF
	1.12 Receive the review/endorsement of OVPA and OVPPF through DRS.	None	1 Minute	<i>University Researcher III</i> C&I Section
2. Receive the review of OVPA and address the comments. Submit the revised proposal to OVPA through DRS.	2.1 For the revised proposal for review of OVPA-C&I Section, follow steps 1.1 to 1.7.2.			
	2.2 Transmit to reference slip to the VPAA through AAC-DRS	None	5 Minutes	<i>University Researcher III</i> C&I Section
	2.3 Receive the reference slip and reviewed	None	5 Minutes	<i>University Researcher III</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	curricular proposal and presentation materials			- AAC Secretariat OVPAA
	2.4 Forward to VPAA for review and inclusion in the AAC agenda.	None	5 Minutes	University Researcher III - AAC Secretariat OVPAA
	2.5 Review the proposal	None	3 Days	VPAA OVPAA
	2.6 Send the reviewed proposal to the AAC Secretariat for inclusion in the meeting agenda of the AAC.	None	5 Minutes	VPAA OVPAA
	2.7 Send the proposal and presentation materials to the committee members prior to the meeting.	None	5 Minutes	University Researcher III - AAC Secretariat OVPAA
	2.8 Review and discuss the proposal in the regular committee meeting. Note: The AAC meets once a month only.	None	1 Day	Academic Affairs Committee OVPAA
	2.9 Return the proposal through DRS to the C&I Section for processing of AAC-reviewed proposal.	None	5 Minutes	University Researcher III - AAC Secretariat OVPAA
3. Receive the results of the AAC action on the proposal	3.1 Inform the proponents on the AAC action via email and DRS.	None	10 Minutes	University Researcher III C&I Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.1.1 If the proposal is for revision, transmit the proposal with comments to the CU for their appropriate action.	None	5 minutes	<i>University Researcher III</i> C&I Section
	3.1.2 If the proposal is endorsed by the AAC to the President's Advisory Council (PAC) subject to revisions, transmit the proposal with comments for their appropriate action through DRS.	None	5 minutes	<i>University Researcher III</i> C&I Section
	3.1.3 If the proposal is endorsed by the AAC to the PAC with no further comments, transmit the proposal and presentation documents with a reference slip to the AAC Secretariat through DRS for inclusion in the PAC agenda.	None	5 minutes	<i>University Researcher III</i> C&I Section
	3.2 Receive and download the proposal and presentation materials.	None	10 Minutes	<i>University Researcher III</i> - AAC Secretariat OVPA
	3.3 Forward the proposal and materials to VPAA for inclusion in the Executive	None	10 Minutes	<i>University Researcher III</i> - AAC Secretariat OVPA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Committee (Execom) agenda.			
	3.4 Instruct the AAC Secretariat to include in the Execom agenda.	None	5 Minutes	VPAA OVPA
	3.5 Input and link the proposal in the shared provisional agenda sheet of the Execom.	None	5 minutes	<i>University Researcher III</i> - AAC Secretariat OVPA
	3.6 Receive the materials. <i>Note: Execom meets every first Monday of the month.</i>	None	1 Day	<i>Execom Secretariat</i> OP
	3.7 Present the proposal to the Execom <i>Note: Execom meets every first Monday of the month.</i>	None	1 Day	<i>VP for Academic Affairs</i> OVPA
	3.8 Email the action of the Execom to the OVPA	None	1 Day	<i>Execom Secretariat</i> OP
	3.9 Receive the action of the Execom	None	1 minute	<i>Secretary II - Admin Section</i> OVPA
	3.10 If the Execom endorsed the proposal for PAC, forward the proposal to the PAC Secretariat through the DRS of the Office of the Secretary of the University (OSU)	None	5 minutes	<i>University Researcher III</i> - AAC Secretariat OVPA
	3.11 Receive the proposal	None	3 minutes	OSU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.11.1 Include in the PAC agenda 3.11.2 Invite the proponents to the meeting via Zoom	None	1 Day	PAC Secretariat
	3.11.3 Present the proposal to the PAC. Note PAC meets once a month.	None	1 Day	VP for Academic Affairs OVPA
	3.12 Forward the DRS entry of the proposal to the CU with the action of the PAC 3.12.1 If with comments, proponent to address the comments and return to OVPA 3.12.2 If no comments, for endorsement of the CU University Council.	None	3 Days	PAC Secretariat OSU
	4.1 Receive the proposal through DRS 4.1.1 For the revised proposal, for review of the C&I Section, follow steps 1.11 to PAC	None	1 minute	University Researcher III - AAC Secretariat OVPA
	4.1.2 For the final proposal with UC endorsement for presentation to the Board of Regents	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(BOR) follow steps 3.3 to 3.7.			
	4.2 If the Execom endorsed for BOR presentation, send email to the OVPAA for processing	None		<i>Execom Secretariat</i> OP
	4.2.1 Receive email notification of Execom action on the proposal	None	1 minute	<i>University Researcher III</i> AAC Secretariat
	4.2.2 Prepare BOR briefer of the proposal for signature of the VPAA	None	3 hours	<i>University Researcher III</i> AAC Secretariat
	4.2.3 Sign the BOR briefer	None	1 Day	<i>VP for Academic Affairs</i> OVPAA
	4.2.4 Submit the signed BOR briefer of the proposal to the Office of the President through the OSU-DRS	None	5 Minutes	<i>University Researcher III</i> AAC Secretariat
	4.3 Receive the signed BOR briefer and proposal through DRS	None	3 Minutes	<i>Executive Assistant III</i> OSU
	4.3.1 Include in the BOR agenda	None	10 Minutes	<i>BOR Secretariat</i> OSU
	4.3.2 Invite the proponent to the Academic Briefing via email	None	10 minutes	<i>AAC Secretariat</i> OVPAA
	4.3.3 If for inclusion in the BOR agenda, invite and send	None	10 Minutes	<i>BOR Secretariat</i> OSU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the Zoom link to the proponent			
	4.3.4 Present the proposal at the Board of Regents meeting. Note: The BOR meets every last Thursday of the month.	None	1 Day	<i>VP for Academic Affairs</i> OVPA
	4.4 Release action of the BOR to the CU and OVPA through email and DRS	None	3 Days	<i>Executive Assistant III</i> OSU
	4.5 Enter the BOR action and upload the stamp-approved proposal in the database	None	5 minutes	University Researcher III C&I Section
TOTAL		None	35 Days, 5 Hours, 51 Minutes	

7. REQUEST FOR REVIEW AND ENDORSEMENT OF CURRICULAR PROPOSALS FOR REVISION OF A DEGREE PROGRAM/NON-GE COURSE

This service allows the transacting client to request endorsement of curricular proposals for revision of a degree program/non-GE course.

Office or Division	Office of the Vice President for Academic Affairs (OVPA)
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Universities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Endorsement addressed to the President from the Vice Chancellor for Academic Affairs and Chancellor.	Requesting Party
2. Proposal for revisions following OVPA-CURR 1.0 Form. [CURR&INST] Curr Proposal-Revision of Degree Program Template-19May2022.docx	Requesting Party
3. Course syllabi following OVPA-CURR 4.0 Form, if applicable. [CURR&INST] Curr Proposal-Course Syllabus Template-29July2025.docx	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the endorsed curricular proposal to OVPA through the Document Tracking System (DRS)	1.1 Receive the proposal through DRS and forward it to the Office of the Vice President for Academic Affairs Curriculum & Instruction (OVPA - C&I) Section through the same platform.	None	1 Minute	<i>Secretary II Administrative (Admin) Section</i>
	1.2 Receive the proposal in DRS; download all the documents and enter the	None	10 Minutes	<i>University Researcher (UR) III Curriculum &</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	information in the Curricular Proposal database.			Instruction (C&I) Section
	1.3 For new curricular proposals: Review for compliance of the prescribed format, updated references, etc. For previously reviewed proposals: check whether the previous comments were addressed in the recently submitted proposal.	None	7 Days	University Researcher III C&I Section
	1.4 Forward the proposal to the Assistant Vice President for Academic Affairs for Curriculum & Instruction (AVPAA-C&I) via email for further review	None	5 Minutes	University Researcher III C&I Section
	1.5 Review the proposal based on the curricular proposal review manual.	None	3 Days	AVPAA - C&I OVPA
	1.6 Revert the reviewed proposal to the C&I Section staff together with comments, if any, or endorsement.	None	5 Minutes	AVPAA - C&I OVPA
	1.7 Prepare a reference slip for endorsement of the reviewed	None	10 Minutes	University Researcher III C&I Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	proposal to the CU or President for signature of the Vice President for Academic Affairs (VPAA). 1.7.1 If the proposal is only approved at the Curriculum Committee level of the CU, prepare the endorsement to the Chancellor for the action of their University Council with a summary of comments, if any. 1.7.2 If the proposal is already approved by the University Council, prepare the endorsement to the President for approval.			
	1.8 Sign the reference slip.	None	1 Day	VPAA OVPA
2. Receive the reference slip and the reviewed curricular proposal through DRS	2.1 Transmit the reference slip to the CU or OSU through DRS based on step 1.7.	None	10 Minutes	University Researcher III C&I Section
TOTAL		None	11 Days, 41 Minutes	

8. REQUEST FOR REVIEW AND ENDORSEMENT OF CURRICULAR PROPOSALS FOR REVISION/INSTITUTION/RECONFIGURATION OF A CU GE COURSE

This service allows the transacting client to request for endorsement of curricular proposals for Revision/Institution/Reconfiguration of a CU GE Course.

Office or Division	Office of the Vice President for Academic Affairs (OVPAAs)
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Universities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Endorsement addressed to the President from the Vice Chancellor for Academic Affairs and Chancellor.	Requesting Party
2. Proposals for new, revised, reconfigured courses (GE & Non-GE courses): OVPAAs-CURR 3.0 Form. [CURR&INST] Curr Proposal-Course Template-14Jan2022.docx	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the endorsed GE course proposal to OVPAAs Main through the Document Routing System (DRS).	1.1 Receive the proposal in DRS and forward it to the OVPAAs Curriculum and Instruction Section through the same platform.	None	5 Minutes	<i>Secretary II Administrative (Admin) Section</i>
	1.2 Receive the proposal in DRS; download all the documents and enter the information in the Curricular Proposal database	None	10 Minutes	<i>University Researcher III (University Researcher III) Curriculum & Instruction (C&I) Section</i>
	1.3 Review the proposal if it follows the	None	7 Days	<i>University Researcher III C&I Section</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	prescribed format and with complete attachments.			
	1.4 Transmit to the AVPAA for Curriculum and Instruction (AVPAA-C&I).	None	5 Minutes	<i>University Researcher III</i> C&I Section
	1.5 Review the proposal.	None	3 Days	AVPAA - C&I OVPA
	1.6 Revert the reviewed proposal to the C&I Section staff.	None	5 Minutes	AVPAA - C&I OVPA
	1.7 Forward via email the reviewed proposal to the UP System GE Council for their initial review, and set the meeting for presentation and discussion.	None	10 Minutes	<i>University Researcher III</i> C&I Section
2. Present the proposal to the UP System GE Council.	2.1 Review and/or endorse the proposal.	None	1 Day	<i>System GE Council</i> OVPA
	2.2 Inform the proponents of the comments/endorsement of the UP System GE Council via DRS. 2.2.1 If the UP System GE Council has suggested revisions, request the proponent/s to submit a revised proposal via DRS. 2.2.2 If the UP System GE	None	5 Minutes	<i>University Researcher III</i> C&I Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Council has no further comments and endorses the proposal for the action of the University Council, transmit the proposal back to the CU or autonomous college together with an official endorsement letter addressed to the Vice Chancellor for Academic Affairs (VPAA) or Associate Dean for Academic Affairs (ADAA) through DRS.			
	2.3 Prepare the reference slip, recommending the proposal to the VPAA for endorsement to the President for approval.	None	5 Minutes	<i>University Researcher III</i> C&I Section
	2.4 Sign the reference slip endorsing the proposal to the President for approval.	None	1 Day	VPAA OVPA
	2.5 Transmit the proposal together with the endorsement letter to the Office of the Secretary of the University (OSU) via DRS.	None	5 Minutes	<i>University Researcher III</i> C&I Section
	2.6 Transmit the proposal together with the	None	3 Minutes	<i>Executive Assistant III</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	endorsement letter to the Office of the President (OP).			OSU
	2.7 Receive the proposal.	None	5 minutes	<i>Executive Assistant IV</i> OP
	2.8 Review and prepare approval of the proposal.	None	8 hours	<i>Executive Assistant IV</i> OP
	2.9 Sign the approval of the proposal.	None	2 days	President, OP
	2.10 Transmit the approval to OSU.	None	5 minutes	<i>Administrative Aide VI</i> OP
3. Send a copy of the approval to a. OVPAA via email; and b. CU via DRS	3.1 Receive the approval of the President and forward a copy to the OVPAA via email and to CU via DRS	None	3 Minutes	<i>Executive Assistant III</i> OSU
	3.2 File the approval of the President in Google Drive.	None	5 minutes	<i>University Researcher III</i> C&I Section
TOTAL		None	15 Days, 1 Hour, 6 Minutes	

9. REQUEST FOR USER ACCESS IN THE EXTERNAL QUALITY ASSURANCE (EQA) MODULE OF THE QA PORTAL

This service allows the transacting client to procedure outlines the steps for creating and updating user accounts in the External Quality Assurance (EQA) Module of the UP QA Portal. It ensures proper coordination, accountability, and accuracy in user access management.

Office or Division	Office of the Vice President for Academic Affairs (OVPAAs)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	All UP Degree Programs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Email or letter request verified and vetted by the CU - QA Committee/Office Staff	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request by tagging qa.ovpaa@up.edu.ph to update EQA Module Portal via monitoring sheet	1.1 Process the requests in the QA Portal (create new accounts, update/correct details, or deactivate accounts).	None	5 Minutes	University Researcher III (University Researcher III) Quality Assurance (QA) Section
	1.2 Reply in the tagged request within the QA Portal User List Sheet to confirm completion of the change, then mark the request as "Done" .	None	5 Minutes	University Researcher III QA Section
2. Receive notification of approval of request.	2.1 Notify the concerned degree program(s) of the completion of the request.	None	5 Minutes	University Researcher III QA Section
TOTAL		None	15 Minutes	

10. REQUEST FOR USER ACCESS IN THE INTERNAL ACADEMIC ASSESSMENT DEVELOPMENT SYSTEM (iAADS) PORTAL

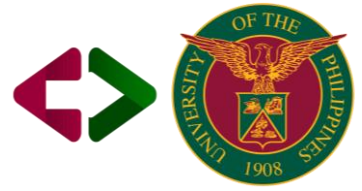
This service allows the transacting client to facilitate the regular conduct of the internal self-assessment of the core academic functions of degree-granting units through the Internal Academic Assessment Development System (iAADS) Portal.

Office or Division	Office of the Vice President for Academic Affairs (OVPAAs)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	All UP Degree-Granting Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Email or letter request verified and vetted by the CU - QA Committee/Office Staff	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request by tagging qa.ovpaa@up.edu.ph to update the iAADS Portal User List via monitoring sheet.	1.1 Update the iAADS Masterlist and tag ITDC Staff	None	5 Minutes	University Researcher III (University Researcher III) Quality Assurance (QA) Section
	1.2 Process the requests in the iAADS Portal (create new accounts, update/correct details, or deactivate accounts) and send a confirmation email to the user.	None	1 Day	Director UP ITDC
	1.3 Reply in the tagged request within the iAADS Masterlist Sheet to confirm completion of the change, then mark	None	5 Minutes	Director UP ITDC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the request as "Done".			
	1.4 Reply in the tagged request within the iAADS User List of the CU to confirm completion of the change, then mark the request as "Done"	None	5 Minutes	<i>University Researcher III</i> QA Section
2. Receive notification of approval of request.	2.1 Notify the concerned degree-granting unit (s) of the completion of the request.	None	5 Minutes	<i>University Researcher III</i> QA Section
TOTAL		None	1 Day, 20 Minutes	



**CENTER FOR WOMEN'S AND GENDER
STUDIES
EXTERNAL SERVICES**

1. APPLICATION FOR DAY CARE SERVICES

Kalinga Day Care Center (KDCC) offers a year-long daycare service program that provides supplemental care and developmentally appropriate learning experiences for children ages 2-4.11 years old.

Office or Division	Center for Women's and Gender Studies Kalinga Day Care Center
Classification	Complex
Type of Transaction	G2G - Government to Citizen
Who may Avail	UP Students (System and Constituent Universities) with children ages 2-4.11 years old All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Recent 2"x 2" photo of child (1 Digital Copy, 1 Physical Copy)	Requesting Party
2. Birth certificate of the child (1 Digital Copy, 1 Original Copy)	Philippine Statistics Authority (PSA)
3. Medical Certificate of the child (indicating that the child is physically fit) (1 Digital Copy, 1 Physical Copy)	Any Registered Medical Provider
4. Proof of enrollment / Form 5 (1 photocopy), if parent is UP student	UP College Secretary / Computerized Registration System (CRS)
5. KDCC Online Application form (Google form)	Kalinga Day Care Center, Administrative Office
6. Statement of Account (SOA) (1 Copy)	Kalinga Day Care Center, Administrative Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form and requirements through the google form.	1.1. Receive Application form.	None	5 Minutes	<i>Director UPCWGS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit physical copies of the requirements in a brown long envelope on the specified date at Kalinga Day Care Center, 50 Aglipay corner Agoncillo St., UP Campus Diliman, Quezon City.	2.1 Release dates for Submission of Hard Copies	None	5 Minutes	<i>Director</i> UPCWGS
	2.2 Evaluate if requirements are complete.	None	15 Minutes	<i>Director</i> UPCWGS
	2.3 Check slot availability.	None	5 Minutes	<i>Director</i> UPCWGS
3. Receive information on application status	3.1.a If slot is not available, include client in waitlist and inform client	None	15 Minutes	<i>Director</i> UPCWGS
	3.1.b If the slot is available, inform client of availability and ask for confirmation - proceed to step 4.1	None	15 Minutes	Director, UPCWGS
4. Receive SOA	4.1 Send a Statement of Account (SOA) with the applicable fees from the online system via email once the client confirms the slot.	Refer to table of fees below	15 Minutes	Director, UPCWGS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Pay applicable fees at Diliman Cash Office, PNB Building, corner of G. Apacible St. and P. Valenzuela St. UP Campus Diliman, Quezon City	5.1 Issue official receipt	Refer to the table of fees below.	1 Day	Director DCO
	5.2 Check confirmation of payment in BULSA.	None	3 Days	Director, UPCWGS
6. Receive confirmation of admission	6.1 Provide parents with the schedule of orientation.	None	15 Minutes	Director, UPCWGS
TOTAL		Refer to the table of fees below.	4 Days, 1 Hour, 30 Minutes	

RATES FOR KALINGA DAY CARE CENTER SERVICES

Rates for Non-UP	Amount	Rates for UP Dependents	Amount
Half-Day Sessions		Half-Day Sessions	
Monthly	₱3,400.00	Monthly	₱2,100.00
Semestral	₱16,500.00	Semestral	₱10,000.00
Whole-Day Sessions		Whole-Day Sessions	
Monthly	₱4,360.00	Monthly	₱2,700.00
Semestral	₱21,300.00	Semestral	₱13,000.00

2. REQUEST FOR GENDER AND DEVELOPMENT TRAINING, TECHNICAL ASSISTANCE, AND/OR CONSULTANCY

Provision of gender-related training, technical assistance, and consultancy to strengthen clients' gender analysis capabilities, ensuring that their programs, projects, and research initiatives are gender-responsive and transformative.

The scope of this process starts with the receiving of requests and ends with the approval/referral of the requests.

Office or Division	Center for Women's and Gender Studies Training, Outreach, and Extension Program
Classification	Simple
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	UP Students UP Student Organizations State Universities and Colleges, Higher Education Institutions National Government Agencies, Local Government Units, Other Government Offices and Instrumentalities Non-Government Organizations International Non-Government Organizations People Organizations Civil Society Groups Individual and Group Researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter (1 digital copy) with necessary information: • Venue • Date • Topic • Budget allotment • Transportation • Preferred resource person (if applicable)	Requesting Party
2. Training needs assessment (1 digital copy), if available	Requesting Party
3. Endorsement from adviser (1 copy), for students and student organizations	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request letter via training unit email: training.upcwgs@up.edu.ph .	1.1 Acknowledge receipt of the email.	None	2 Minutes	<i>Administrative Officer IV</i> CWGS
	1.2 Forward the request to the Deputy Director/Director.	None	2 Minutes	<i>Administrative Officer IV</i> CWGS
	1.3. Review of the request.	None	1 Day	<i>Director</i> CWGS
	1.3.a If unable to accommodate, contact potential service provider(s). Proceed to step 2.1.2	None	1 Day	<i>Director</i> CWGS
2. Receive decision on request.	2.1 Forward decision via email:	None	2 Minutes	<i>Administrative Officer IV</i> CWGS
	2.1a If approved, schedule a face-to-face or online meeting with the requesting party.	None		<i>Administrative Officer IV</i> CWGS
	2.1b If for referral, send the contact details (email address and contact person) of the potential service provider(s).	None		<i>Administrative Officer IV</i> CWGS
TOTAL		None	2 Days, 6 Minutes	

Rates of Honoraria for Provision of Training Assistance

(for Reference should the training program pushed through)

Pre-training (Creation of Training Design)	Php 1,500
Training Proper (Hourly rate per person)	Php 2,500

3. REQUEST FOR GENDER SENSITIVE PSYCHOSOCIAL ASSISTANCE AND PEER COUNSELING SERVICES

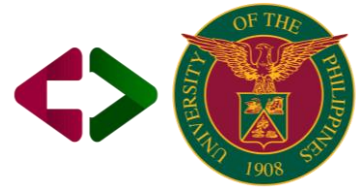
The feminist and gender-sensitive peer counseling service offers free psycho-social support to the UP community—students, employees, residents, alumni, and external referrals (outside UP). It focuses on providing psychological first aid and peer counseling, particularly for women and LGBTQ+ individuals facing gender-based violence and other gender-related challenges.

Office or Division	Center for Women's and Gender Studies Training, Outreach, and Extension Program
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Community (Students, Residents) All (Outside Referral by partner organizations) *All <u>adult</u> victims-survivors of gender-based violence needing psycho-social assistance and those dealing with other gender-related difficulties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral Letter, if applicable (1 Copy)	From appropriate referring agency
2. Informed consent form (1 copy) Note: To be submitted before actual intake and not before availing the service.	Center for Women's and Gender Studies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send expression of interest in availing of psychosocial assistance/peer counseling through cws@up.edu.ph or psa.upcwgs@up.edu.ph or at UP Center for Women's and Gender Studies Office, Magsaysay Avenue corner Ylanan St. UP Campus Diliman, Quezon City.	1.1 Acknowledge request via email.	None	2 Minutes	Director UPCWGS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1a If request is in-person, provide contact details of Psychosocial Assistant, otherwise, proceed to step 2.	None	5 Minutes	<i>Administrative Assistant II</i> Administrative Office, UPCWGS
2. Provide further information regarding the request through preferred communication channel.	2.1 Evaluate information if case can be accommodated or must be referred to appropriate service provider	None	1 Day	<i>Director</i> UPCWGS
	2.1a If for referral, issue referral form	None	10 Minutes	<i>Director</i> UPCWGS
	2.1b If can accommodate, issue informed consent form	None	10 Minutes	<i>Director</i> UPCWGS
3. Submit accomplished informed consent form.	3.1 Start the first counseling session.	None	1 Hour	<i>Director</i> UPCWGS
	3.1a If client request other dates, schedule the first counseling session	None	5 Minutes	<i>Director</i> UPCWGS
TOTAL			1 Day, 1 Hour, 32 Minutes	



**CENTER FOR WOMEN'S AND GENDER
STUDIES
INTERNAL SERVICES**

1. APPLICATION FOR DAY CARE SERVICES

Kalinga Day Care Center (KDCC) offers a year-long daycare service program that provides supplemental care and developmentally appropriate learning experiences for children ages 2-4.11 years old.

Office or Division	Center for Women's and Gender Studies Kalinga Day Care Center
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP Employees (System and Constituent Universities) with children ages 2 - 4.11 years old

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Recent 2"x 2" photo of child (1 Digital Copy, 1 Physical Copy)	Requesting Party
2. Birth certificate of the child (1 Digital Copy, 1 Original Copy)	Philippine Statistics Authority (PSA)
3. Medical Certificate of the child (indicating that the child is physically fit) (1 Digital Copy, 1 Physical Copy)	University Health Service (UHS) or any registered medical provider
4. Certificate of Employment (1 Digital Copy, 1 Photocopy)	UP System HRDO or UPCU HRDO
5. KDCC Online Application form (Google form)	Kalinga Day Care Center, Administrative Office
6. Statement of Account (SOA) (1 copy)	Kalinga Day Care Center, Administrative Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form and requirements through the google form.	1.1. Receive Application form.	None	5 Minutes	<i>Director</i> UPCWGS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit physical copies of the requirements in a brown long envelope on the specified date at Kalinga Day Care Center, 50 Aglipay corner Agoncillo St., UP Campus Diliman, Quezon City	2.1 Release dates for Submission of Hard Copies	None	5 Minutes	<i>Director</i> UPCWGS
	2.2 Evaluate if requirements are complete.	None	15 Minutes	<i>Director</i> UPCWGS
	2.3 Check slot availability.	None	5 Minutes	<i>Director</i> UPCWGS
3. Receive information on application status	3.1.a If slot is not available, include client in waitlist and inform client	None	15 Minutes	<i>Director</i> UPCWGS
	3.1.b If the slot is available, inform client of availability and ask for confirmation - proceed to step 4.1	None	15 Minutes	Director, UPCWGS
4. Receive SOA.	4.1 Send a Statement of Account (SOA) with the applicable fees from the online system via email once the client confirms the slot.	Refer to table of fees below	15 Minutes	Director, UPCWGS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Pay applicable fees at Diliman Cash Office, PNB Building, corner of G. Apacible St. and P. Valenzuela St. UP Campus Diliman, Quezon City	5.1 Issue official receipt	Refer to the table of fees below.	1 Day	Director DCO
	5.2 Check confirmation of payment in BULSA.	None	3 Days	Director, UPCWGS
6. Receive confirmation of admission	6.1 Provide parents with the schedule of orientation.	None	15 Minutes	Director, UPCWGS
TOTAL		Refer to the table of fees below.	4 Days, 1 Hour, 30 Minutes	

RATES FOR KALINGA DAY CARE CENTER SERVICES

Rates for Non-UP		Rates for UP Dependents	
Amount		Amount	
Half-Day Sessions		Half-Day Sessions	
Monthly	₱3,400.00	Monthly	₱2,100.00
Semestral	₱16,500.00	Semestral	₱10,000.00
Whole-Day Sessions		Whole-Day Sessions	
Monthly	₱4,360.00	Monthly	₱2,700.00
Semestral	₱21,300.00	Semestral	₱13,000.00

2. REQUEST FOR GENDER AND DEVELOPMENT TRAINING, TECHNICAL ASSISTANCE, AND/OR CONSULTANCY

Provision of gender-related training, technical assistance, and consultancy to strengthen clients' gender analysis capabilities, ensuring that their programs, projects, and research initiatives are gender-responsive and transformative.

The scope of this process starts with the receiving of requests and ends with the approval/referral of the requests.

Office or Division	Center for Women's and Gender Studies Training, Outreach, and Extension Program
Classification	Simple
Type of Transaction	G2G - GOVERNMENT TO CITIZEN G2G - GOVERNMENT TO GOVERNMENT
Who may Avail	UP Faculty, UP Staff (Permanent, UP Contractual, Job Order, Contract of Service) UP Constituent Universities UP Philippine General Hospital

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter (1 digital copy) with necessary information: • Venue • Date • Topic • Budget allotment • Transportation • Preferred resource person (if applicable)	Requesting Party
2. Training needs assessment (1 digital copy), if available	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request letter via training unit email: training.upcwgs@up.edu.ph .	1.1 Acknowledge receipt of the email.	None	2 Minutes	<i>Administrative Officer IV</i> CWGS
	1.2 Forward the request to the Deputy Director/Director.	None	2 Minutes	<i>Administrative Officer IV</i> CWGS
	1.3. Review of the request.	None	1 Day	<i>Director</i> CWGS
	1.3.a If unable to accommodate,	None	1 Day	<i>Director</i> CWGS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	contact potential service provider(s). Proceed to step 2.1.2			
2. Receive decision on request.	2.1 Forward decision via email:	None	2 Minutes	<i>Administrative Officer IV CWGS</i>
	2.1a If approved, schedule a face-to-face or online meeting with the requesting party.	None		<i>Administrative Officer IV CWGS</i>
	2.1b If for referral, send the contact details (email address and contact person) of the potential service provider(s).	None		<i>Administrative Officer IV CWGS</i>
TOTAL		None	2 Days, 6 Minutes	

Rates of Honoraria for Provision of Training Assistance

(for Reference should the training program pushed through)

Pre-training (Creation of Training Design)	Php 1,500
Training Proper (Hourly rate per person)	Php 2,500

3. REQUEST FOR GENDER SENSITIVE PSYCHOSOCIAL ASSISTANCE AND PEER COUNSELING SERVICES

The feminist and gender-sensitive peer counseling service offers free psycho-social support to the UP community—students, employees, residents, alumni, and external referrals (outside UP). It focuses on providing psychological first aid and peer counseling, particularly for women and LGBTQ+ individuals facing gender-based violence and other gender-related challenges.

Office or Division	Center for Women's and Gender Studies, Training, Outreach, and Extension Program
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Employees (Faculty, Staff) *All <u>adult</u> victims-survivors of gender-based violence needing psycho-social assistance and those dealing with other gender-related difficulties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Informed consent form (1 copy) Note: To be submitted before actual intake and not before availing the service.	Center for Women's and Gender Studies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send expression of interest in availing of psychosocial assistance/peer counseling through cws@up.edu.ph or psa.upcwgs@up.edu.ph <i>Note: In-person request is accommodated at UP Center for Women's and Gender Studies Office, Magsaysay Avenue corner Ylanan St. UP Campus Diliman, Quezon City.</i>	1.1 Acknowledge request via email.	None	2 Minutes	<i>Administrative Assistant II</i> Administrative Office, UPCWGS or <i>Director</i> UPCWGS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1a If request is in-person, provide contact details of Psychosocial Assistant, otherwise, proceed to step 2.	None	5 Minutes	<i>Administrative Assistant II</i> Administrative Office, UPCWGS
2. Provide further information regarding the request through preferred communication channel.	2.1 Evaluate information if case can be accommodated or must be referred to appropriate service provider	None	1 Day	<i>Director</i> UPCWGS
	2.1a If for referral, issue referral form	None	10 Minutes	<i>Director</i> UPCWGS
	2.1b If can accommodate, issue informed consent form	None	10 Minutes	<i>Director</i> UPCWGS
3. Submit accomplished informed consent form.	3.1 Start the first counseling session.	None	1 Hour	<i>Director</i> UPCWGS
	3.1a If client request other dates, schedule the first counseling session	None	5 Minutes	<i>Director</i> UPCWGS
TOTAL			1 Day, 1 Hour, 32 Minutes	

4. REQUEST FOR USE OF CWGS SPECIAL COLLECTIONS LIBRARY

The **CWGS Special Collections Library** service preserves, organizes, and provides responsible on-site access to its unique materials. It ensures the integrity, accessibility, and continued relevance of gender and women's studies resources through standardized cataloging and careful maintenance. Use of the collection is guided by room-use monitoring to promote a secure and supportive research environment.

Office or Division	Center for Women's and Gender Studies, Research, Publication, and Resource Collection
Classification	G2G - Government to Government
Type of Transaction	Simple
Who may Avail	UP Employees (Faculty and Staff)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. UP Identification Card	Requesting Party
2. Endorsement from office/college (if applicable)	Requesting Party's Office
3. Visitor information log form	Center for Women's and Gender Studies Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid UP ID and Endorsement letter (if applicable) at the receiving desk of the CWGS Special Collections Library at Center for Women's and Gender Studies, Magsaysay Avenue, Corner Ylanan Street, UP Diliman, Quezon City.	1.1 Check ID and endorsement letter.	None	2 Minutes	<i>Deputy Director for Research, Publication, and Resource Collection</i> UPCWGS
	1.2 Ask the client to fill out the Visitor Information Log.	None	2 Minutes	<i>Deputy Director for Research, Publication, and Resource Collection</i> UPCWGS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2a If the client knows how to use TUKLAS, ask the client to directly search in TUKLAS using the library computer.	None	5 Minutes	<i>Deputy Director for Research, Publication, and Resource Collection</i> UPCWGS
	1.2b If unfamiliar with TUKLAS, assist the client in how to use TUKLAS, otherwise proceed to step 2.	None	5 Minutes	<i>Deputy Director for Research, Publication, and Resource Collection</i> UPCWGS
2. Provide information about resource material (book, magazine, etc.) needed.	2.1 Receive information of resource needed	None	1 Minute	<i>Deputy Director for Research, Publication, and Resource Collection</i> UPCWGS
	2.2 Retrieve the resource material requested .	None	5 Minutes	<i>Deputy Director for Research, Publication, and Resource Collection</i> UPCWGS
	2.2a If the resource material is available, hand it over to the client for room use.	None	1 Minute	<i>Deputy Director for Research, Publication, and Resource Collection</i> UPCWGS
	2.2b If the resource material is unavailable, inform the client	None	1 Minute	<i>Deputy Director for Research, Publication, and Resource Collection</i> UPCWGS
TOTAL		None	22 Minutes	

5. RESERVATION OF CWGS CONFERENCE ROOM

The UP CWGS Conference Room is a flexible space for meetings, research forums, and small conferences, with a capacity of 30 participants. Reservations are on a first-come, first-served basis and should be made at least five Days in advance, prioritizing activities aligned with the Center's advocacy.

A maintenance fee applies for reservations by external clients or other offices. Additional fees will be charged for activities outside regular Hours, including weekends and holidays, to cover overtime for staff and equipment operators. Equipment fees (TV/projector, sound system) are billed separately by the UPCWS Foundation, Inc.

Office or Division	Center for Women's and Gender Studies, Administrative Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	CWGS Units and UP Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request with Program (1 electronic copy)	Requesting Party / Client
2. Online Reservation form	Center for Women's and Gender Studies, Administrative Office
3. Printed Reservation form (1 printed copy)	Center for Women's and Gender Studies, Administrative Office
4. Acknowledgement Receipt for applicable fees for personnel (1 printed copy)	Center for Women's and Gender Studies, Administrative Office
5. Official Receipt for equipment use (1 printed copy)	UP Center for Women's Foundation, Inc.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request through the Online Reservation Form.	1.1 Receive reservation request.	None	15 Minutes	<i>Administrative Officer II</i> Administrative Office, UPCWGS
	1.2 Evaluate completeness of details and check schedule of availability.	None	1 Day	<i>Administrative Officer II</i> Administrative Office, UPCWGS

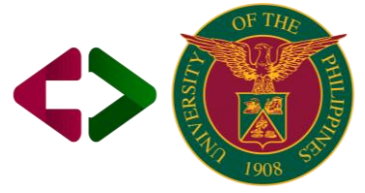
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive the decision on request.	2.1 Send the decision on the request.	None	15 Minutes	<i>Administrative Officer II</i> Administrative Office, UPCWGS
	2.1a If conference room is unavailable on the requested date, inform client of alternative schedules, otherwise cancel the reservation request	None		<i>Administrative Officer II</i> Administrative Office, UPCWGS
	2.1b If conference room is available, proceed to step 3	None		<i>Administrative Officer II</i> Administrative Office, UPCWGS
3. Finalize the booking details	3.1 Finalize schedule and send the google calendar invite to client	Refer to the table of fees below.	15 Minutes	<i>Administrative Officer II</i> Administrative Office, UPCWGS
	3.2 Generate and print approved reservation form.	None		<i>Administrative Officer II</i> Administrative Office, UPCWGS
	3.3 Issue acknowledgement receipt signed by staff receiving payment.	None		<i>Administrative Officer II</i> Administrative Office, UPCWGS
4. Pay for the applicable fees on the day of the activity.	4.1 Receive payment from the client.	Refer to the table of fees below.	15 Minutes	<i>Administrative Officer II</i> Administrative Office, UPCWGS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 Issue an official receipt for use of equipment (such as Television and Sound system), if applicable	Refer to the table of fees below.	15 Minutes	<i>Administrative Officer II</i> Administrative Office, UPCWGS
TOTAL		Refer to the table of fees below.	1 Day, 1 Hour, 15 Minutes	

Conference Room Applicable Fees

Category	Rate Per Hour (PHP)
Janitorial Staff*	
Regular Hours (Basic Monthly Rate / 22 Working Days / 8 Hours)	80.00
Regular Overtime (Hourly rate + 20%)	100.00
HoliDay Overtime (Hourly rate + 30%)	105.00
Audio Technician*	
Regular Hours (Basic Monthly Rate / 22 Working Days / 8 Hours)	80.00
Regular Overtime (Hourly rate + 20%)	100.00
HoliDay Overtime (Hourly rate + 30%)	105.00
Building Administrator*	
Regular Overtime (Hourly rate + 20%)	100.00
HoliDay Overtime (Hourly rate + 30%)	105.00
Equipment (to be billed by UPCWSFI)	
Sound System (Hourly rate)	200.00
Television / Projector (Hourly rate)	200.00

* Subject to change in accordance with prevailing wage laws



UP OFFICE OF ADMISSIONS EXTERNAL SERVICES

1. APPLICATION FOR COLLEGE ADMISSION TO THE UNIVERSITY OF THE PHILIPPINES (UP)

This service covers the filling of online applications, submission of grade requirements, processing of applications for admission to the University of the Philippines through the University of the Philippines College Admission Test (UPCAT) for incoming new first-year students to a B/BA/BS Program. It ensures that all qualified applicants are given equal opportunity to be admitted based on established policies, requirements, and guidelines.

Admission to all undergraduate degree programs in UP require qualification through the UPCAT, except for eligible international applicants who are unable to take the UPCAT.

Office or Division	UP Office of Admissions
Classification	Complex
Type of Transaction	G2C – Government to Citizen
Who may Avail	1. Senior high school student expecting to graduate before the school year (SY) applying for, from a DepEd-accredited high school or an accredited secondary school abroad; OR 2. Graduate of a DepEd-accredited high school or accredited secondary school abroad; AND 3. Must have final grades for Grade 8, 9, 10 and Grade 11; 4. Must not have taken any college subject/s prior to the opening of the SY applying for; 5. Must not have taken the UP College Admission Test in any of the previous years it was conducted; AND 6. Must not have taken the UPCAT or had their UP college application processed for years without the UPCAT

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For all UPCAT applicants:	
1. UPCAT Application Form 1: Personal Data Sheet and Form 2B: Secondary School Record Note: Fully accomplished and submitted online by the applicant	UPCAT Online Application website Form 1 and Form 2B portal at upcat[year]online.up.edu.ph Note: Manual application forms are only available for special cases in areas with no internet access
2. Fully accomplished and confirmed enrollment status in the Form 2A Secondary High School Profile	UPCAT Online Application website Form2A portal at upcat[year]form2a.up.edu.ph

Note: Fully accomplished and submitted online by the senior high school authorized school official	Note: Manual application forms are only available for special cases in areas with no internet access
3. Permanent Secondary High School Record (SF-10/Form 137) to be submitted to the UP Office of Admissions (1 certified true copy and 1 digital copy) - Contains grades from Grade 8, 9, 10, and 11 - Signed in wet signature, preferably in blue ink, of the authorized school personnel of most recent senior high school	Grade 12 senior high school registrar's office of the applicant
If applicant is graduating from a new private high school:	
4. Certificate of DepEd accreditation, recognition, or permit to operate (1 certified true copy)	High school of applicant
If applicant is already a high school graduate:	
5. High School Diploma (1 certified true copy)	High school of applicant
If applicant has completed the DepEd Alternative Learning System (ALS) program and is a passer of the DepEd Accreditation and Equivalency (A&E) Tests - HS level	
6. ALS Learner's Permanent Record or AF-5 (1 certified true copy)	Relevant DepEd School Division Office Superintendent/Testing Coordinator or the Department of Education – Bureau of Alternative Learning System (BALS)
7. Authenticated (with seal) Certification as a High School Graduate eligible for admission to the University based on the Certificate of Rating or COR (1 original and 1 certified true copy)	Relevant DepEd School Division Office Superintendent/Testing Coordinator or the Department of Education – Bureau of Alternative Learning System (BALS)
8. DepEd Certificate of Rating (COR) (1 certified true copy)	Bureau of Educational Assessment (BEA)
9. Regular grades taken in a formal school (of at least one year) within Grade 8 to 11 (1 certified true copy and 1 digital copy)	High school of applicant
If applicant took the Philippine Educational Placement Test (PEPT) within Junior High School or Senior High School:	
10. PEPT Certificate of Rating	Bureau of Education Assessment – Education Assessment Division

11. Regular grades taken in a formal school (of at least one year) within Grade 8 to 11 (1 certified true copy and 1 digital copy)	High school of applicant
If applicant is a child of UP employee	
12. HRDO Certification of parent/s working in UP - Specifying the unit, position, employment status, and years in service	To be requested by the UP Office of Admissions from the respective HRDO unit
If applicant is a person with disability (PWD) requiring special attention	
13. Medical certificate (1 digital copy) - describing disability issued by a licensed physician	Licensed physician
If applicant is a foreign citizen:	
14. UPCAT application fee proof of payment (Applicants with Filipino citizenship are exempt from payment of the application fee as provided by Republic Act 1093)	UP System Cash Office or Landbank of the Philippines

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the online application portal at upcat[year].online.up.edu.ph and read the General Information Bulletin on First Year Admissions	1.1. Ensure that the portals are live and accessible	None	5 Minutes	Director OA
2. Answer the Pre-sign up fields: • Eligibility Checklist • UPCA/T History • Email Address	2.1. Online system generates an OTP and sends automatically to inputted applicant's email address	None	15 Minutes	Director OA
3. Input OTP into portal and continue to fill out	3.1. Online system generates a unique activation link and sends to	None	15 Minutes	Director OA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the Sign Up page wit - Create a password - Full Name - Birth date - Senior High School	the applicant's email address			
4. Click the activation link provided through email to activate account	4.1. Online system activates the applicant's account	None	5 Minutes	Director OA
5. Click the Login button and fill in username and password	5.1. Online system generates a login code for each login attempt	None	5 Minutes	Director OA
6. Copy and paste the login sent through email into the portal	6.1. Online system verifies and accepts login code accordingly	None	10 Minutes	Director OA
7. Proceed to Form 1 by clicking the 'Go to Form 1' button	7.1. Portal will reflect the seven (7) sections of the Form 1 application	None	5 Minutes	Director OA
8. Fill-out all sections of Form 1 - Basic Information - High School Information - Campus and Course Choices - Other Information - Socio-Economic Data - Upload Photo - Upload Parent/Guardian Certification	8.1. Ensure that all sections are accessible	None	30 Minutes	Director OA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(for minors only)				
9. Triple-check all information encoded and click the 'Return to Homepage' then the 'Submit Form 1' button to officially submit the application	9.1. Online system receives submitted information and uploaded files	None	20 Minutes	Director OA
	9.2. Inform school through email to accomplish and confirm their students in the Form 2A portal at upcat[year]form2a.up.edu.ph	None	5 Minutes	Director OA
10. Receive system-generated notification through email that their school has already confirmed their enrollment status	10.1. Receive and process application data	None	3 months	Director OA
11. Pay the application fee (only for Non-Filipino applicants) at any Landbank branch	11.1 Receive and process the payment and issue an official receipt, or a validated deposit slip or transaction receipt for online payments	PHP 450 or \$50	10 Minutes	Branch Manager Land Bank of the Philippines
12. Send proof of payment and complete details via email	12.1 Receive and acknowledge proof of payment and verify transaction	None	5 days	Director OA
13. Receive test permit with test schedule and venue details via	13.1. Release test permit through the online portal and inform applicants through email	None	1 day	Director OA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the online application portal				
TOTAL		PHP 450 or \$50 for Non-Filipino citizens	3 Months, 6 Days, 2 Hours, and 5 Minutes	

Service is covered under the timeline set by the UP Office of Admissions as indicated in the current application portal following this nomenclature:
[https://upcat\[year\]online.up.edu.ph/](https://upcat[year]online.up.edu.ph/).

2. REQUEST FOR UPCAT DATA

The office may address requests from external clients for statistical or aggregate data related to the University of the Philippines College Admission Test (UPCAT). Only duly approved requests, subject to purpose and evaluation, shall be processed in compliance with data privacy regulations and UP policies on information disclosure.

Office or Division	UP Office of Admissions
Classification	Complex
Type of Transaction	G2C - Government to Client G2G - Government to Government G2B - Government to Business
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official letter of request address to the Director with the following details: • Requesting UP unit/office • Type of data and specifications • Data format • Period or years covered by the requested data • Purpose of the request and intended use of the data • Mode of release of data	Requesting Party
2. Limited Use Release Form (LURF) to be signed by requester, indicating agreement to the terms of the data release, including ownership and limitations in use of data (1 Digital copy, 1 Original copy)	UP Office of Admissions at T.M. Kalaw corner Quirino Street, UP Diliman, Quezon City
3. Proof of Payment (1 Original, 1 Digital copy, and 1 Photocopy)	UP System Cash Office or Landbank of the Philippines
If for a research study or thesis paper	
4. First three chapters of the study, indicating the background of our study and how the data is intended to be used	Requesting Party
5. Research Ethics Board clearance	Research Ethics Board of the university/school/office/agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an official letter of request addressed to the Director through email at oadms@up.edu.ph and subject heading "UPCAT Data Request - [Requesting Unit/Office]"	1.1. Receive and acknowledge email.	None	1 Day	<i>Administrative Officer V OA</i>
	1.2. Forward request to director for approval or disapproval	None	15 Minutes	<i>Administrative Officer V OA</i>
	1.3. Evaluate and sign request for approval or disapproval	None	15 Minutes	<i>Director OA</i>
2. Receive response of approval or disapproval through email If approved, receive LURF and sign document	2.1. If approved, inform applicant and send appropriate LURF and billing statement via email If disapproved, inform client of disapproval	None	15 Minutes	<i>Administrative Officer V OA</i>
3. Send signed LURF	3.1. Receive signed LURF and refer to appropriate unit or staff for processing	None	1 Day	<i>Administrative Officer V OA</i>
	3.2. Review and prepare requested data	None	4 Days	<i>Assistant Director for Test Development and Research</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OA
	3.3. Inform client that the requested data is available for release	None	15 Minutes	<i>Administrative Officer V</i> OA
4. Pay the processing fee at the UP System Cashier's Office or through any Landbank of the Philippines System Cash Office - SFAB, Magsaysay Avenue, UP Diliman Campus Land Bank of the Philippines - any branch nationwide	4.1. Receive and process the payment and issue an official receipt, or a validated deposit slip or transaction receipt for online payments	PHP 500.00	10 Minutes	<i>Acting Chief</i> UP System Cash Office or <i>Branch Manager</i> Land Bank of the Philippines
5. Receive requested data	5.1. Receive proof of payment and original hardcopy of LURF with wet signature then release data	None	10 Minutes	<i>Assistant Director for Test Development and Research</i> OA
TOTAL		None	6 Days, 1 Hour, 20 Minutes	

3. REQUEST FOR UPG FOR OFFICIAL USE

This service allows previously-processed UPCA(T) applicants to obtain their University Predicted Grade (UPG) a year after their results period, for official or scholarship applications, in compliance with the university's guidelines on data privacy and information release.

Office or Division	UP Office of Admissions
Classification	Simple
Type of Transaction	G2C – Government to Client
Who may Avail	All previous processed UPCA(T) applicants who will request for official or scholarship use

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UPCA(T) Applicant	
1. Filled out and submitted UPG online request form (1 digital copy)	Online Google Form at (https://bit.ly/upgrequest)
2. Documentary Proof of Request or Use (1 Original copy)	Requesting unit/office
3. Proof of Payment (1 Original and 1 Photocopy)	UP System Cash Office or Landbank of the Philippines
4. UP ID or Government-issued ID (1 Original copy)	UP office or Relevant Government Agency
Representative	
5. Authorization Letter signed by the client (1 Original copy)	Client
6. Client's Identification Card (1 Photocopy)	Client
7. Authorized representative's Identification Card (1 Photocopy and 1 Original)	Authorized Representative, Government agencies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the online Google Form for the UPG Request at https://bit.ly/upgrequest	1.1. Receive response and refer to the appropriate unit to review information of the client	None	1 Day	<i>University Research Associate I OA</i>
	1.2. Process the request and prepare the	None	1 Day	<i>Information Technology Officer I</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	necessary documents.			Data Processing Unit
	1.3. Forward document for signature of the director	None	15 Minutes	<i>Director</i> OA
2. Receive the billing statement.	2.1. Inform the client that the request is available for claiming and send the billing statement.	None	15 Minutes	<i>University Research Associate I</i> OA
3. Pay the processing fee at the UP System Cashier's Office or through Landbank of the Philippines. Address SFAB, Magsaysay Avenue, UP Diliman Campus	3.1. Receive and process the payment and issue an official receipt, or a validated deposit slip or transaction receipt for online payments.	PHP 50.00	10 Minutes	<i>Acting Chief</i> System Cash Office
4. Present ID and proof of payment. If an Authorized Representative, the authorization letter, client's photocopy of ID and representative's original and photocopy of ID at the UP Office of Admissions - Window 12.	4.1. Receive the required document/s and retrieve the requested UPG document for releasing.	None	10 Minutes	<i>Information Technology Officer I</i> Data Processing Unit
5. Receive the official UPG document signed by the Director	5.1. Release the official copy of the UPG	None	5 Minutes	Information Technology Officer I, Data Processing Unit
TOTAL		PHP 50.00	2 Days, 55 Minutes	

4. REQUEST FOR UPG FOR PERSONAL USE

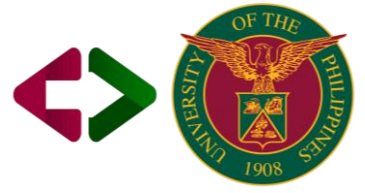
Applicants may obtain their UPG one year after their results period, for personal reference, in compliance with the university's guidelines on data privacy and information release.

Office or Division	UP Office of Admissions
Classification	Simple
Type of Transaction	G2C – Government to Client
Who may Avail	All previous processed UPCAT applicants who will request for personal use

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled out UPG request form (1 Original copy)	Window 12, UP Office of Admissions at T.M. Kalaw corner Quirino Street, UP Diliman, Quezon City
2. UP ID or Government-issued ID (1 original copy)	UP unit or government agency
Representative	
3. Authorization Letter signed by the client (1 Original copy)	Client
4. Client's Identification (1 Photocopy)	Client
5. Authorized representative's ID (1 Photocopy and 1 Original)	Authorized Representative, Government agencies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the UPG request form provided at Window 12 of the Office of Admissions and present the requirements. UP Office of Admissions - T.M. Kalaw corner Quirino Street, UP Diliman, Quezon City	1.1. Receive request form and review presented requirements.	None	5 Minutes	<i>Information Technology Officer I</i> Data Processing Unit
	1.2. Process the request and prepare the necessary document/s	None	15 Minutes	<i>Information Technology Officer I</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Data Processing Unit
2. Receive the requested UPG.	2.1. Release the requested UPG .	None	5 Minutes	<i>Information Technology Officer I</i> Data Processing Unit
TOTAL		None	25 Minutes	



UP OFFICE OF ADMISSIONS INTERNAL SERVICES

1. REQUEST FOR UNIVERSITY PREDICTED GRADE (UPG)

Other UP offices or units may request for this data directly to the office for other admission application options, if the applicant is admitted through other routes, like Iskolar ng Bayan and certain Associate programs, in accordance with UP policies on data privacy and information sharing.

Office or Division	UP Office of Admissions
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may Avail	Other UP offices/units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official letter of request addressed to the Director with the following details: • Requesting UP unit/office • Data specifications • Data format • Period or years covered by the requested data • Purpose of the request and intended use of the data • Mode of release of data	Requesting Party
2. Limited Use Release Form (LURF) to be signed by requester, indicating agreement to the terms of the data release, including ownership and limitations in use of data (1 Digital copy, 1 Original copy)	To be sent via email by the Test Development unit, UP Office of Admissions at T.M. Kalaw corner Quirino Street, UP Diliman, Quezon City

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an official letter of request addressed to the Director through the UP Document Routing System (DRS) with title "UPG Data Request - [Requesting Unit/Office]"	1.1. Receive and acknowledge via DRS	None	1 Day	Administrative Officer V OA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Forward request to director for approval or disapproval	None	15 Minutes	<i>Administrative Officer V OA</i>
	1.3. Evaluate and sign request for approval or disapproval	None	15 Minutes	<i>Director OA</i>
2. Receive response of approval or disapproval If approved, receive LURF and sign document	2.1. If approved, inform applicant and send appropriate LURF and billing statement via email If disapproved, inform client of disapproval	None	15 Minutes	<i>Administrative Officer V OA</i>
3. Send signed LURF via DRS	3.1. Receive signed LURF and refer to appropriate unit or staff for processing	None	10 Minutes	<i>Administrative Officer V OA</i>
	3.2. Review and prepare requested data	None	1 Day	<i>Assistant Director for Test Development and Research OA</i>
	3.3. Inform client that the requested data is available for release	None	15 Minutes	<i>Administrative Officer V OA</i>
4. Submit original hardcopy of LURF with wet signature to a Test Development staff at the UP Office of Admissions - T.M. Kalaw corner Quirino Street, UP Diliman, Quezon City	4.1. Receive signed hard copy of LURF	None	5 Minutes	<i>Assistant Director for Test Development and Research OA</i>
5. Received requested data	5.1. Release data	None	5 Minutes	<i>Assistant Director for</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Test Development and Research</i> OA
TOTAL		None	2 Days, 1 Hour, and 20 Minutes	

2. REQUEST FOR UPCAT DATA

This is the provision of UPCAT-related data to authorized UP offices or units for official purposes, subject to data privacy regulations and existing University policies.

Office or Division	UP Office of Admissions
Classification	Complex
Type of Transaction	G2G – Government to Government
Who may Avail	UP offices/units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official letter of request address to the Director with the following details: • Requesting UP unit/office • Type of data and specifications • Data format • Period or years covered by the requested data • Purpose of the request and intended use of the data • Mode of release of data	Requesting Party
2. Limited Use Release Form (LURF) to be signed by requester, indicating agreement to the terms of the data release, including ownership and limitations in use of data (1 Digital copy, 1 Original copy)	To be sent via email by the Test Development unit, UP Office of Admissions at T.M. Kalaw corner Quirino Street, UP Diliman, Quezon City

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an official letter of request addressed to the Director through the UP Document Routing System (DRS) with title "UPCAT Data Request - [Requesting Unit/Office]"	1.1. Receive and acknowledge via DRS	None	1 Day	<i>Administrative Officer V OA</i>
	1.2. Forward request to director for approval or disapproval	None	15 Minutes	<i>Administrative Officer V OA</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Evaluate and sign request for approval or disapproval	None	15 Minutes	<i>Director OA</i>
2. Receive response of approval or disapproval through email If approved, receive LURF and sign document	2.1. If approved, inform applicant and send appropriate LURF and billing statement via email If disapproved, inform client of disapproval	None	15 Minutes	<i>Administrative Officer V OA</i>
3. Send signed LURF via DRS	3.1. Receive signed LURF and refer to appropriate unit or staff for processing	None	10 Minutes	<i>Administrative Officer V OA</i>
	3.2. Review and prepare requested data	None	3 Days	<i>Assistant Director for Test Development and Research OA</i>
	3.3. Inform client that the requested data is available for release	None	15 Minutes	<i>Administrative Officer V OA</i>
4. Submit original hardcopy of LURF with wet signature to a Test Development staff at the UP Office of Admissions - T.M. Kalaw corner Quirino Street, UP Diliman, Quezon City	4.1. Receive signed hard copy of LURF	None	5 Minutes	<i>Assistant Director for Test Development and Research OA</i>
5. Receive requested data.	5.1. Release data	None	5 Minutes	<i>Assistant Director for Test Development and Research OA</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	None	4 Days, 1 Hour, and 20 Minutes	



OFFICE OF INTERNATIONAL LINKAGES EXTERNAL SERVICES

1. APPLICATION FOR FINANCIAL ASSISTANCE FOR UNDERGRADUATE INTERNATIONAL MOBILITY (MOVE UP)

This service allows clients to apply for a financial assistance program for undergraduate international mobility. The Office of International Linkages is responsible for the evaluation and issuance of the approval/disapproval of financial assistance grants for undergraduate international mobility.

Office or Division	Office of International Linkages
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Public (UP students) Proponent from UP CUs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. OIL Grant Application Form (1 digital/physical copy)	OIL Email or website - oilmoveup@up.edu.ph - oil.up.edu.ph
2. UP SLAS Learning Assistance Need Bracket Certification (1 digital/physical copy)	Requesting Party's UP unit's Student Affairs or Academic Affairs Office
3. 1-page Curriculum Vitae (1 digital/physical copy)	Requesting party
4. True Copy of Grades (1 digital/physical copy)	Requesting party's UP unit's University Registrar
5. Certification of General Weighted Average (1 digital/physical copy)	Requesting party's UP unit's University Registrar
6. Letter of Acceptance from Host University (1 digital/physical copy)	Requesting party
7. Recommendation Letters from previous professors/ instructors addressed to: MOVE-UP Financial Assistance Selection Committee Office of International Linkages 3F South Wing, Quezon Hall UP Campus, Diliman, Quezon City (2 copies of recommendation letters)	Requesting party
8. Parent/Legal Guardian's Consent and Waiver Form(1 digital/physical copy with photocopy of ID of Parent/ Legal Guardian; Proof of Guardianship for Legal Guardian)	OIL MOVE UP Program email: - oilmoveup@up.edu.ph
9. Form 5 (1 digital/physical copy)	Requesting party
10. UP ID (1 digital/physical copy)	Requesting party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
11. MOVE-UP Financial Assistance Study Plan (1 digital/physical copy)	OIL website - oil.up.edu.ph

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the accomplished application form and other requirements to the Office of the Chancellor.	1.1 Receive the duly signed and endorsed application form, along with all attachments, from the applicants through DRS.	None	2 Minutes	University Researcher I OIL
	1.2 Review the application form to ensure that all documents are accurate and correct.	None	30 Minutes	University Researcher I OIL
2. Receive the comments	2.1 In case of incorrect requirements, send an email to the applicant for comments.	None	10 Minutes	University Researcher I OIL
3. Address the comments and submit the revised application	3.1 Endorse the application to the MOVE UP committee	None	5 Minutes	University Researcher I OIL
	3.2 Evaluate the application	None	7 Days	MOVE UP Committee
	3.3 Receive the endorsed evaluation results via email	None	5 Minutes	University Researcher I OIL
	3.4 Sign the application form	None	1 Day	Director OIL
	3.5 Refer the application to Office of the Vice President for Academic Affairs (OVPA) through DRS	None	2 Minutes	University Researcher I OIL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.6 Review the application	None	7 Days	<i>VP for Academic Affairs OVPA</i>
	3.7 Sign the application form	None	1 Day	<i>VP for Academic Affairs OVPA</i>
	3.8 Endorse the application to the Office of the President (OP) through the Office of the Secretary of the University (OSU) for endorsement via DRS	None	2 Minutes	<i>University Researcher III OVPA</i>
	3.9 Receive the application via DRS	None	5 Minutes	<i>Executive Assistant III OSU</i>
	3.10 Forward the application to the OP via DRS	None	5 Minutes	<i>Executive Assistant III OSU</i>
	3.11 Receive the application	None	5 Minutes	<i>Executive Assistant IV OP</i>
	3.12 Review the application	None	4 Hours	<i>Executive Assistant IV OP</i>
	3.13 Sign the application	None	2 Days	<i>President OP</i>
	3.14 Send the signed application to the OSU via DRS	None	5 Minutes	<i>Administrative Aide VI OP</i>
	3.15 Send the signed application to the OIL via DRS	None	5 Minutes	<i>Executive Assistant III OSU</i>
	3.16 Receive the signed application	None	2 Minutes	<i>University Researcher I OIL</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.17 Prepare the approval letter	None	5 Minutes	<i>University Researcher I</i> OIL
	3.18 Sign the approval letter	None	1 Day	<i>Director</i> OIL
4. Receive the approval letter	4.1 Relay the results to the grantee through a signed approval letter.	None	5 Minutes	<i>University Researcher I</i> OIL
TOTAL		None	19 Days, 5 Hours, 33 Minutes	

2. APPLICATION FOR FINANCIAL ASSISTANCE FOR UP FACULTY AND STUDENTS FOR INTERNATIONAL RESEARCH COLLABORATION (COOPERATE)

This service allows clients to apply for a financial assistance program for UP graduate and PhD students and employees for their research collaboration engagement with their partner university. The Office of International Linkages is responsible for the evaluation and issuance of the approval/disapproval of financial assistance grants.

Office or Division	Office of International Linkages
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Public (UP students and employees) Proponent from UP CUs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Graduate Student	
1. Application Form (1 digital/physical copy)	OIL Email or website - oiltravelgrant@up.edu.ph - oil.up.edu.ph
2. MOU/MOA/Statement of Research Collaboration (1 digital/physical copy)	Requesting Party's host university
3. Curriculum vitae (1 digital/physical copy, 1-2 pages)	Requesting Party
4. Certification of Approval of Thesis/Dissertation Proposal (1 digital/physical copy)	Requesting Party's home unit/college
5. Certified Transcript of Records/True Copy of Grades (1 digital/physical copy)	Requesting Party's home unit/college
6. Acceptance or invitation letter from a professor at the host university (1 digital/physical copy)	Requesting Party's host university
7. Reference from previous/current professors (2 references, 1 digital/physical copy)	Requesting Party
8. Work plan/Gantt chart template (1 digital/physical copy indicating the schedule of activities to be done here in the Philippines and in the Host University)	OIL COOPERATE email: - oilcooperate@up.edu.ph
9. Line-item Budget Proposal Template (1 digital/physical copy)	OIL COOPERATE email: - oilcooperate@up.edu.ph

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
10. Letter from the Thesis/Dissertation Adviser on why he/she is not joining/visiting (if applicable) (1 digital/physical copy)	Requesting Party's Thesis/Dissertation Adviser
11. UNDP rate (1 digital/physical copy)	UNDP - https://icsc.un.org/home/dailysubistence
12. BSP rate (1 digital/physical copy)	Bangko Sentral ng Pilipinas - https://www.bsp.gov.ph/SitePages/Statistics/DailyRERB.aspx
13. Physical and Mental/Emotional Readiness Assessment (1 digital/physical copy)	Authorized Service Provider
For the Adviser:	
1. Endorsed Application Form (1 digital/physical copy)	Requesting Party
2. MOU/MOA/Statement of Research Collaboration (1 digital/physical copy)	Requesting Party's host university
3. Curriculum vitae (1 digital/physical copy, 1-2 pages)	Requesting Party
4. Proof of collaboration with Host University (1 digital/physical copy)	Requesting Party's host university
5. Appointment as Adviser/Co-Adviser of the Graduate Student Applicant (1 digital/physical copy)	Requesting Party's home unit/ college
6. Work plan/GANTT chart template (1 digital/physical copy)	OIL COOPERATE email: - oilcooperate@up.edu.ph
7. Certification that there is no pending financial obligation for any OVPA grant (1 digital/physical copy)	Office of the Vice President on Academic Affairs
8. Line-item Budget Proposal Template (1 digital/physical copy)	OIL COOPERATE email: - oilcooperate@up.edu.ph

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the accomplished application form and other	1.1 Receive the duly signed and endorsed application form,	None	2 Minutes	University Researcher / OIL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
requirements to the Office of the Chancellor	along with all attachments, from the applicants through DRS.			
	1.2 Review the application form to ensure that all documents are accurate and correct.	None	1 hour	<i>University Researcher I</i> OIL
2. Receive the comments	2.1 In case of incorrect requirements, send an email to the applicant for comments.	None	10 Minutes	<i>University Researcher I</i> OIL
3. Address the comments and submit the revised application	3.1 Endorse the application to the MOVE UP committee	None	5 Minutes	<i>University Researcher I</i> OIL
	3.2 Evaluate the application	None	7 Days	COOPERATE Committee
	3.3 Receive the endorsed evaluation results via email	None	5 Minutes	<i>University Researcher I</i> OIL
	3.4 Sign the application form	None	1 Day	<i>Director</i> OIL
	3.5 Refer the application to Office of the Vice President for Academic Affairs (OVPA) through DRS	None	2 Minutes	<i>University Researcher I</i> OIL
	3.6 Review the application	None	7 Days	<i>VP for Academic Affairs</i> OVPA
	3.7 Sign the application form	None	1 Day	<i>VP for Academic Affairs</i> OVPA
	3.8 Endorse the application to the	None	2 Minutes	<i>University Researcher III</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Office of the President through the Office of the Secretary of the University (OSU) for endorsement via DRS			OVPA
	3.9 Receive the application via DRS	None	5 Minutes	<i>Executive Assistant III</i> OSU
	3.10 Forward the application to the OP via DRS	None	5 Minutes	<i>Executive Assistant III</i> OSU
	3.11 Receive the application	None	5 Minutes	<i>Executive Assistant IV</i> OP
	3.12 Review the application	None	4 Hours	<i>Executive Assistant IV</i> OP
	3.13 Sign the application	None	2 Days	<i>President</i> OP
	3.14 Send the signed application to the OSU via DRS	None	5 Minutes	<i>Administrative Aide VI</i> OP
	3.15 Send the signed application to the OIL via DRS	None	5 Minutes	<i>Executive Assistant III</i> OSU
	3.16 Receive the signed application	None	2 Minutes	<i>University Researcher I</i> OIL
	3.17 Prepare the approval letter	None	5 Minutes	<i>University Researcher I</i> OIL
	3.18 Sign the approval letter	None	1 Day	<i>Director</i> OIL
4. Receive the approval letter	4.1 Relay the results to the grantee through a signed approval letter.	None	5 Minutes	<i>University Researcher I</i> OIL

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	None	19 Days, 6 Hours, 3 Minutes	

3. APPLICATION FOR FINANCIAL ASSISTANCE FOR UP GRADUATE AND PHD STUDENTS AND EMPLOYEES FOR INTERNATIONAL CONFERENCE PRESENTATION (TRAVEL GRANT)

This service allows clients to apply for a financial assistance program for UP graduate and PhD students and employees for their international conference presentation. The Office of International Linkages is responsible for the evaluation and issuance of the approval/disapproval of financial assistance grants.

Office or Division	Office of International Linkages
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Public (UP students and employees) Proponent from UP CUs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Travel Grant Application Form (1 digital/physical copy)	OIL Email or website - oiltravelgrant@up.edu.ph - oil.up.edu.ph
2. Abstract of the paper (1 digital/physical copy)	Requesting Party
3. Official invitation or acceptance letter from the conference (1 digital/physical copy, should indicate the name of the paper and the date of presentation)	Requesting Party
4. Conference Details a. Conference announcement (1 digital/physical copy) b. List of conference organizers (1 digital/physical copy) c. Program of activities from the organizers (1 digital/physical copy, summarized with your presentation highlighted)	Requesting Party
5. Line Item Budget Proposal (1 digital/physical copy)	Requesting Party
6. UNDP rate (1 digital/physical copy)	UNDP - https://icsc.un.org/home/dailysubsistence
7. BSP rate (1 digital/physical copy)	Bangko Sentral ng Pilipinas - https://www.bsp.gov.ph/SitePages/Statistics/DailyRERB.aspx

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
8. Abstract of quotations for airfare (1 digital/physical copy, 3 quotations)	Requesting Party
9. Registration fee invoice/reference Include the registration fee inclusions (e.g., meals, transportation, and incidental/accommodation from the organizers) (1 digital/physical copy)	Requesting Party
10. Insurance fee/invoice (1 digital/physical copy)	Requesting Party
11. Visa fee invoice (1 digital/physical copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the completed application form and other requirements to the Office of the Chancellor	1.1 Receive the duly signed and endorsed application form, along with all attachments, from the applicants through DRS.	None	2 Minutes	University Researcher / OIL
	1.2 Review the application form to ensure that all documents are accurate and correct.	None	1 hour	University Researcher / OIL
2. Receive the comments	2.1 In case of incorrect requirements, send an email to the applicant for comments.	None	10 Minutes	University Researcher / OIL
3. Address the comments and submit the revised application	3.1 Receive the revised application via email	None	5 Minutes	University Researcher / OIL
	3.2 Sign the application form	None	1 Day	Director OIL
	3.3 Refer the application to Office of the Vice	None	2 Minutes	University Researcher / OIL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	President for Academic Affairs (OVPA) through DRS			
	3.4 Review the application	None	7 days	<i>VP for Academic Affairs OVPA</i>
	3.5 Sign the application form	None	1 Day	<i>VP for Academic Affairs OVPA</i>
	3.6 Endorse the application to the Office of the President (OP) through the Office of the Secretary of the University (OSU) for endorsement via DRS	None	2 Minutes	<i>University Researcher III OVPA</i>
	3.7 Receive the application via DRS	None	5 Minutes	<i>Executive Assistant III OSU</i>
	3.8 Forward the application to the OP via DRS	None	5 Minutes	<i>Executive Assistant III OSU</i>
	3.9 Receive the application	None	5 minutes	<i>Executive Assistant IV OP</i>
	3.10 Review the application	None	4 hours	<i>Executive Assistant IV OP</i>
	3.11 Sign the application	None	2 days	<i>President OP</i>
	3.12 Send the signed application to the OSU via DRS	None	5 minutes	<i>Administrative Aide VI OP</i>
	3.13 Send the signed application to the OIL via DRS	None	5 Minutes	<i>Executive Assistant III OSU</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.14 Receive the signed application	None	2 Minutes	<i>University Researcher / OIL</i>
	3.15 Prepare the approval letter	None	5 minutes	<i>University Researcher / OIL</i>
	3.16 Sign the approval letter	None	1 day	<i>Director OIL</i>
4. Receive the approval letter	4.1 Relay the results to the grantee through a signed approval letter.	None	5 Minutes	<i>University Researcher / OIL</i>
TOTAL		None	12 Days, 5 Hours, 58 Minutes	

4. APPLICATION FOR FINANCIAL ASSISTANCE FOR UP STUDENTS AND EMPLOYEES FOR ORGANIZING AN INTERNATIONAL CONFERENCE AND INVITING WORLD EXPERTS (HOSTING AND WELS)

This service allows clients to apply for a financial assistance program for UP graduate and PhD students and employees for their research collaboration engagement with their partner university. The Office of International Linkages is responsible for the evaluation and issuance of the approval/disapproval of financial assistance grants.

Office or Division	Office of International Linkages
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Public (UP students and employees) Proponent from UP CUs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For HOSTING Grant:	
1. Application Form (1 digital/physical copy)	OIL Email or website - oiltravelgrant@up.edu.ph - oil.up.edu.ph
2. Recent 1×1 ID Picture (1 digital copy, PNG format)	Requesting Party
3. International Conference Proposal Template (1 digital/physical copy)	OIL Hosting and WELS: - oilhosting@up.edu.ph - oilwels@up.edu.ph
4. Tentative Schedule of Activities (1 digital/physical copy)	Requesting Party
5. International Conference Budget Proposal Template (1 digital/physical copy)	OIL Hosting and WELS: - oilhosting@up.edu.ph - oilwels@up.edu.ph
6. Plan for Utilization of Estimated Income Generated from the International Conference Template (if applicable) (1 digital/physical copy)	OIL Hosting and WELS: - oilhosting@up.edu.ph - oilwels@up.edu.ph
For WELS Grant:	
1. Application Form (1 digital/physical copy)	OIL Hosting and WELS: - oilhosting@up.edu.ph - oilwels@up.edu.ph
2. Recent 1×1 ID Picture (1 digital copy, PNG format)	Requesting Party
3. Official letter of invitation to the world expert by the UP	Requesting Party's home unit/ college

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Faculty/Staff (1 digital/physical copy)	
4. Acceptance letter from the world expert (1 digital/physical copy)	Requesting Party
5. Line-Item Budget Proposal Template	OIL Hosting and WELS: - oilhosting@up.edu.ph - oilwels@up.edu.ph
6. WHO/UNDP DSA Per Diem Rates (1 digital/physical copy)	UNDP - https://icsc.un.org/home/dailysubsistence
7. Bangko Sentral ng Pilipinas Exchange Rate (1 digital/physical copy)	Bangko Sentral ng Pilipinas - https://www.bsp.gov.ph/SitePages/Statistics/DailyRERB.aspx
8. Curriculum Vitae of the invited world expert (1 digital/physical copy, 2 – 3 pages only)	Requesting Party
9. First pages of the enumerated selected publications (1 digital/physical copy, maximum of 10 publications)	Requesting Party
10. (For virtual conferences/lectures) Resource Fee Computation based on DBM 2007-01 Budget Circular 2007-1, “Guidelines on the Grant of Honoraria” (1 digital/physical copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the accomplished application form and other requirements to the Office of the Chancellor	1.1 Receive the duly signed and endorsed application form, along with all attachments, from the applicants through DRS.	None	2 Minutes	University Researcher / OIL
	1.2 Review the application form to ensure that all documents are accurate and correct.	None	1 hour	University Researcher / OIL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive the comments	2.1 In case of incorrect requirements, send an email to the applicant for comments.	None	10 minutes	<i>University Researcher I</i> OIL
3. Address the comments and submit the revised application	3.1 Endorse the application to the MOVE UP committee	None	5 minutes	<i>University Researcher I</i> OIL
	3.2 Evaluate the application	None	7 Days	MOVE UP Committee
	3.3 Receive the endorsed evaluation results via email	None	5 Minutes	<i>University Researcher I</i> OIL
	3.4 Sign the application form	None	1 Day	<i>Director</i> OIL
	3.5 Refer the application to Office of the Vice President for Academic Affairs through DRS	None	2 minutes	<i>University Researcher I</i> OIL
	3.6 Review the application	None	7 Days	<i>VP for Academic Affairs</i> OVPAA
	3.7 Sign the application form	None	1 day	<i>VP for Academic Affairs</i> OVPAA
	3.8 Endorse the application to the Office of the President (OP) through the Office of the Secretary of the University (OSU) for endorsement via DRS	None	2 Minutes	<i>University Researcher III</i> OVPAA
	3.9 Receive the application via DRS	None	5 Minutes	<i>Executive Assistant III</i> OSU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.10 Forward the application to the OP via DRS	None	5 Minutes	<i>Executive Assistant III</i> OSU
	3.11 Receive the application	None	5 Minutes	<i>Executive Assistant IV</i> OP
	3.12 Review the application	None	4 Hours	<i>Executive Assistant IV</i> OP
	3.13 Sign the application	None	2 Days	<i>President</i> OP
	3.14 Send the signed application to the OSU via DRS	None	5 Minutes	<i>Administrative Aide VI</i> OP
	3.15 Send the signed application to the OIL via DRS	None	5 Minutes	<i>Executive Assistant III</i> OSU
	3.16 Receive the signed application	None	2 Minutes	<i>University Researcher I</i> OIL
	3.17 Prepare the approval letter	None	5 Minutes	<i>University Researcher I</i> OIL
	3.18 Sign the approval letter	None	1 Day	<i>Director</i> OIL
4. Receive the approval letter	4.1 Relay the results to the grantee through a signed approval letter.	None	5 Minutes	<i>University Researcher I</i> OIL
TOTAL		None	19 Days, 6 Hours, 3 Minutes	

5. APPLICATION FOR NOMINATIONS FOR INBOUND STUDENTS FROM PARTNER UNIVERSITIES TO UP (SYSTEM-LEVEL)

This service allows clients to apply for nomination for inbound students from their universities to the University of the Philippines. The Office of International Linkages, under the flagship program MOVE-UP, is responsible for the coordination with the partner universities regarding their nominated students participating in international student exchange with the UP. The primary service provided is the endorsement of the application from the partner universities to the UP units involved.

Office or Division	Office of International Linkages
Classification	Complex
Type of Transaction	G2G - Government to Government G2C - Government to Citizen
Who may Avail	Public (International Institutes and students) Proponent from UP CUs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Inbound Student Exchange Application Form (1 digital/physical copy)	OIL Email or website - oilmoveup@up.edu.ph - oil.up.edu.ph
2. Nomination Letter (1 digital/physical copy)	International Partner University
3. Transcript of Records (1 digital/physical copy)	Requesting Party
4. Proof of English Language Proficiency, either TOEFL or IELTS (1 digital/physical copy)	International Student (for English Proficiency Test Scores) International partner university (for certification of English Language Proficiency by a professor)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the expression of interest for student exchange with UP	1.1. Receive an expression of interest for student exchange or endorsement of an inbound student/s	None	2 Minutes	University Researcher / OIL
	1.2 Evaluate the terms and conditions regarding the endorsement of the inbound	None	3 Hours	University Researcher / OIL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	student to the university.			
	1.3 Coordinate with the UP unit to discuss the student exchange arrangement	None	2 Days	University Researcher / OIL
	1.4 Finalize the details of the student exchange arrangement	None	1 Day	University Researcher / OIL
2. Send the form to the nominated international students	2.1 Send the UP inbound student exchange application form	None	2 Minutes	University Researcher / OIL
3. Send the list of nominated international students and the completed application form	3.1 Receive the list of students and their application forms for the inbound exchange	None	2 Minutes	University Researcher / OIL
	3.2 Evaluate the list of students and the application form of each student for the inbound exchange	None	5 Hours	University Researcher / OIL
4. Receive the incorrect form/s	4.1 In case of incorrect forms, the program manager returns the application to the partner university.	None	2 Minutes	University Researcher / OIL
5. Submit the corrected form/s to the Program Manager	5.1 Receive the form/s.	None	2 Minutes	University Researcher / OIL
6. Receive the notification and further details from the UP unit.	6.1 Endorse the list of nominated students and their applications to the UP unit	None	2 Minutes	University Researcher / OIL
TOTAL		None	4 Days, 12 Minutes	

6. APPLICATION FOR NOMINATIONS FOR OUTBOUND STUDENTS FROM UP TO PARTNER UNIVERSITIES (SYSTEM-LEVEL)

This service allows undergraduate students to apply for an undergraduate international mobility or student exchange with international partner universities.

The Office of International Linkages, under the flagship program MOVE-UP, is responsible for the coordination with the partner universities regarding UP's nominated students participating in international student exchange with the partner universities. The primary service provided is the endorsement of the application from the UP units to the partner universities involved.

Office or Division	Office of International Linkages
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students Proponent from UP CUs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Outbound Student Exchange Application Form (1 digital/physical copy)	OIL Email or website - oilmoveup@up.edu.ph - oil.up.edu.ph
2. Curriculum Vitae (one page only, 1 digital/physical copy)	UP student
3. Certificate of General Weighted Average (1 digital/physical copy)	UP student's home unit/College
4. Certification of Remaining Units (1 digital/physical copy)	UP student's home unit/College
5. Recommendation Letter from Previous Professor/Instructor addressed to MOVE-UP Outbound Student Exchange Selection and Committee (1 digital/physical copy)	UP student's home unit/College
6. Approved Study Plan (1 digital/physical copy)	OIL Website - oil.up.edu.ph
7. 500-word essay (1 digital/physical copy)	UP Student
8. Form 5 and UP ID (1 digital/physical copy)	UP Student
9. MOVE-UP Outbound Exchange Confirmation Form (1 digital/physical copy)	OIL email - oilmoveup@up.edu.ph
10. MOVE-UP Student Exchange Letter of Consent and Waiver (1 digital/physical copy)	OIL System Website - oil.up.edu.ph

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the accomplished application form and other requirements to the Office of the Chancellor	1.1 Receive the duly signed and endorsed application form, along with all attachments, from the applicants through DRS.	None	2 Minutes	University Researcher I OIL
	1.2 Review the application form to ensure that all documents are accurate and correct.	None	30 Minutes	University Researcher I OIL
2. Receive the comments	2.1 In case of incorrect requirements, send an email to the applicant for comments.	None	10 Minutes	University Researcher I OIL
3. Address the comments and submit the revised application	3.1 Endorse the application to the MOVE UP committee	None	5 Minutes	University Researcher I OIL
	3.2 Evaluate the application	None	7 Days	MUVE UP Committee
	3.3 Receive the endorsed evaluation results via email	None	5 Minutes	University Researcher I OIL
4. Receive the forms and the result of the application	4.1 Send the MOVE-UP Confirmation Form and MOVE-UP Student Exchange Letter of Consent and Waiver to the successful applicant	None	2 Minutes	University Researcher I OIL
5. Submit the accomplished MOVE-UP Confirmation Form and MOVE-UP Student Exchange Letter of Consent,	5.1 Receive the completed forms	None	5 Minutes	University Researcher I OIL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
and Waiver to the applicant				
	5.2 Compile all documents of each applicant	None	10 Minutes	<i>University Researcher / OIL</i>
	5.3 Finalize the list of nominated students for outbound exchange	None	2 Hours	<i>University Researcher / OIL</i>
6. Receive list from OIL.	6.1 Send the final list of nominated outbound students to the partner university	None	2 Minutes	<i>University Researcher / OIL</i>
TOTAL		None	7 Days, 3 Hours, 11 Minutes	

7. APPLICATION FOR SHORT-TERM STUDENT EXCHANGE (HIRAYA)

This service allows clients to apply for UP OIL HIRAYA, a short-term international exchange program. This three-week program is designed to provide a holistic learning experience that integrates cultural immersion, theoretical instruction, and practical application. It aims to equip participants with a deeper understanding of Philippine culture, resilience strategies, and sustainable development goals while fostering collaboration and community engagement.

Office or Division	Office of International Linkages
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	International Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form (1 digital/physical copy)	OIL Email or website - oilhiraya@up.edu.ph - oil.up.edu.ph
2. School Identification Card	Requesting Party
3. Copy of Passport	Requesting Party
4. Certified True Copy of Grades or Transcript of Record	Requesting Party
5. Cover Letter	Requesting Party
6. Details of flight itinerary	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit completed application documents via email (oilhiraya@up.edu.ph)	1.1 Receive the complete application form and attachments	None	2 Minutes	University Researcher / OIL
	1.2 Evaluate the application documents	None	3 Days	University Researcher / OIL
	1.3 Finalize the list of applicants and other details for the HIRAYA	None	2 Days	University Researcher / OIL
	1.4 Endorse the list and details of the exchange	None	2 Minutes	University Researcher / OIL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	program to the Director			
	1.5 Review the list of students and details of the exchange program	None	2 Days	<i>Director OIL</i>
	1.6 Approve the list of students and other details of the exchange program	None	1 Day	<i>Director OIL</i>
2. Receive the acceptance letter.	2.1 Send the signed letters of acceptance to the international students and their universities	None	15 Minutes	<i>University Researcher / OIL</i>
3. Send the signed conforme and details of the flight.	3.1 Receive the signed letter and flight details for the official program preparations	None	15 Minutes	<i>University Researcher / OIL</i>
TOTAL		None	8 Days, 34 Minutes	

8. REQUEST FOR PRELIMINARY PARTNERSHIP CONSULTATION

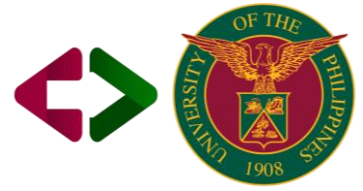
This service enables clients to formally request or initiate system-level network or partnerships with the University. The Office of International Linkages (OIL) is responsible for coordinating and managing the process, which includes scheduling and overseeing the preparation for the meeting.

Office or Division	Office of International Linkages
Classification	Highly Technical
Type of Transaction	G2G - Government to Government G2C - Government to Citizen
Who may Avail	Public (International Universities/Institutes) and UP System

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for a meeting (1 formal letter/email request)	International University/Institute
2. List of representatives and their bio note (1 digital/physical copy)	International University/Institute
3. Briefer template (optional) (1 digital/physical copy)	OIL System

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email or formal request for assistance in facilitating partnership agreements and/or networks to oilpartnerships@up.edu.ph .	1.1 Receive an expression of interest to establish a partnership agreement with the UP	None	2 Minutes	<i>Director</i> OIL
	1.2 Review the expression of interest and potential partnership and provide comments.	None	1 Day	<i>Director</i> OIL
	1.3 Coordinate and confirm the details of the meeting with the involved UP units, if any.	None	1 Day	<i>Director</i> OIL
2. Receive and respond to the	2.1 Confirm the preparatory details	None	2 Minutes	<i>Director</i> OIL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
comments, clarifications, and arrangements for meetings or discussions on the potential partnership or network.	with the client through email.			
	2.2 Start the logistics setup of the meeting, including sending the invitation to the UP officials, coordinating with administrative staff, and preparing the collateral materials for the meeting.	None	3 Days	<i>Director</i> OIL
3. Attend the exploratory meeting	3.1 Facilitate the exploratory meeting and document the outcome	None	2 Hours	<i>Director</i> OIL
	3.2 Compile and compose all post-meeting documents for dissemination	None	2 Hours	<i>Director</i> OIL
	3.2 Disseminate the post-meeting documents to all participants, including the draft agreement	None	5 Minutes	<i>Director</i> OIL
TOTAL		None	5 Days, 4 Hours, 9 Minutes	



**OFFICE OF STUDENT DEVELOPMENT
SERVICES
EXTERNAL SERVICES**

1. REQUEST FOR DATA/INFORMATION ON STUDENT ENROLMENT DATA

This service allows clients to request for student enrolment data that are accurate, consistent and compliant with existing policies and guidelines.

Office or Division	Office of Student Development Services
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request addressed to the OSDS Director, with endorsement from concerned CU (1 Digital Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via email (osds@up.edu.ph)	1.1 Acknowledge and review the required documents on its completeness and consistency of request with pertinent policies, and endorse the request to the OSDS Director.	None	3 Days	Director OSDS
	1.3 Secure data and information from CUs	None	15 Days	Director OSDS
2. Receive requested data.	2.1 Send requested data.	None	1 Hour	Director OSDS
TOTAL		None	18 Days and 1 Hour	

2. REQUEST FOR FILIPINO SIGN LANGUAGE (FSL) INTERPRETER

This service allows deaf UP students to avail services of a Filipino Sign Language (FSL) interpreter to ensure equal access to academic instruction, campus activities, and student support services. It promotes inclusivity by bridging communication between deaf students, faculty, and peers, fostering an accessible and supportive learning environment.

Office or Division	Office of Student Development Services
Classification	Complex
Type of Transaction	G2G - Government to Citizen
Who may Avail	UP Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request addressed to the OSDS Director	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the Document Routing System (DRS) or via email at osds@up.edu.ph , studentwelfare.osds@up.edu.ph	1.1 Receive and process the request.	None	1 Day	Director OSDS
	1.2a If the request is disapproved, inform the client.	None	1 Day	Director OSDS
TOTAL (if request is disapproved)		None	2 Days	
	1.2b If approved, review request and process approval to OVPAA and OVPPF.	None	1 Day	Director OSDS
	1.3 Inform client of the schedule and availability of the FSL interpreter and forward the copy of agreement for signature.	None	2 Days	Director OSDS
2. Receive copy of the agreement,	2.1 Receive signed copy of the request and	None	5 Minutes	Director OSDS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
review, sign, send back to OSDS.	facilitate signing on the OSDS end.			
3. Receive signed copy of the agreement and final schedule.	3.1 Send a signed copy of the agreement and final schedule to the client.	None	5 Minutes	<i>Director OSDS</i>
TOTAL (if request is approved)		None	4 Days and 10 Minutes	

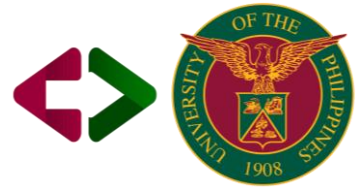
3. REQUEST TO RESOLVE SLAS ONLINE ISSUES

This service addresses SLAS Logging-in issues of students and Student Affairs Personnel and resolves technical and process-related issues in the SLAS Online platform.

Office or Division	Office of Student Development Services
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Email or Letter of Report	Requesting Party
2. Screenshot of issue, if applicable	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of report with a screenshot of the information/issue of SLAS through email to osds@up.edu.ph or Document Routing System (DRS).	1.1 Receive and acknowledge reports from CU and Student about issues in logging-in. Send an email about SLAS Issue/s and screenshot/s to the Information Technology Development Center (ITDC)	None	1 Hour, 30 Minutes	<i>Director OSDS</i>
	1.2 Resolve SLAS Issue/s.	None	2 Days	<i>Director ITDC</i>
2. Acknowledge and confirm resolved Issue	2.1 Inform CU/s of action made regarding the reported issue	None	5 Minutes	<i>Director OSDS</i>
TOTAL		None	2 Days, 1 Hour, 35 Minutes	



**OFFICE OF STUDENT
DEVELOPMENT SERVICES
INTERNAL SERVICES**

1. REQUEST FOR DATA/INFORMATION ON STUDENT ENROLMENT DATA UNDER OSDS

This service allows clients to request for student enrolment data that are accurate, consistent and compliant with existing policies and guidelines.

Office or Division	Office of Student Development Services
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices, Units, and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request addressed to the OSDS Director Note: Letter requests originating from the UP CU shall be endorsed by their respective University Registrar.	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via email (osds@up.edu.ph) with the requirements.	1.1 Acknowledge and review the required documents on its completeness and consistency of request with pertinent policies, and endorse the request to the OSDS Director.	None	3 Days	Director OSDS
	1.3 Secure data and information from OSDS Database	None	10 Days	Director OSDS
2. Receive requested data.	2.1 Send requested data.	None	1 Hour	Director OSDS
TOTAL		None	13 Days, 1 hour	

2. REQUEST FOR FILIPINO SIGN LANGUAGE (FSL) INTERPRETER

This service allows deaf UP students to avail services of a Filipino Sign Language (FSL) interpreter to ensure equal access to academic instruction, campus activities, and student support services. It promotes inclusivity by bridging communication between deaf students, faculty, and peers, fostering an accessible and supportive learning environment.

Office or Division	Office of Student Development Services
Classification	Complex
Type of Transaction	G2G - Government to Citizen
Who may Avail	UP Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request addressed to the OSDS Director	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via via email at osds@up.edu.ph , studentwelfare.osds@up.edu.ph .	1.1 Receive and process the request.	None	1 Day	Director OSDS
	1.2a If the request is disapproved, inform the client.	None	1 Day	Director OSDS
TOTAL (if request is disapproved)		None	2 Days	
	1.2b If approved, review request and process approval to OVPAA and OVPPF.	None	1 Day	Director OSDS
	1.3 Inform client of the schedule and availability of the FSL interpreter and forward the copy of agreement for signature.	None	2 Days	Director OSDS
2. Receive copy of the agreement, review, sign, send back to OSDS.	2.1 Receive signed copy of the request and facilitate signing on the OSDS end.	None	5 Minutes	Director OSDS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive signed copy of the agreement and final schedule.	3.1 Send a signed copy of the agreement and final schedule to the client.	None	5 Minutes	<i>Director</i> OSDS
TOTAL		None	4 Days and 10 Minutes	

3. REQUEST TO RESOLVE SLAS ONLINE ISSUES

This service addresses SLAS Logging-in issues of students and Student Affairs Personnel and resolves technical and process-related issues in the SLAS Online platform.

Office or Division	Office of Student Development Services
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP Student Affairs Office/Unit from the UP Constituent Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Email or Letter of Report	Requesting Party
2. Screenshot of issue, if applicable	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of report with a screenshot of the information/issue of SLAS through email to osds@up.edu.ph or Document Routing System (DRS).	1.1 Receive and acknowledge reports from CU and Student about issues in logging-in. Send an email about SLAS Issue/s and screenshot/s to the Information Technology Development Center (ITDC)	None	1 Hour, 30 Minutes	<i>Director OSDS</i>
	1.2 Resolve SLAS Issue/s.	None	2 Days	<i>Director ITDC</i>
2. Acknowledge and confirm resolved Issue	2.1 Inform CU/s of action made regarding the reported issue	None	5 Minutes	<i>Director OSDS</i>
TOTAL		None	2 Days, 1 Hour, 35 Minutes	



UP PRESS EXTERNAL SERVICES

1. SALE OF UP PRESS TITLES/ CONSIGNED BOOKS AT THE UP PRESS BOOKSTORE

This service allows the client to purchase books from our bookstore, which is necessary for gaining access to valuable knowledge, stories, and resources for personal or professional growth.

Office or Division	UP Press - Marketing and Promotion Section
Classification	Simple
Type of Transaction	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about a particular title(s); browses around the bookstore; checks UP Press catalog or price list	1.1 Present book(s); provides information regarding availability and price(s) of book(s)	None	5 Minutes	<i>College Business Manager III</i> UP Press
2. Select book(s) to purchase.	2.1. Assist the client in gathering book(s); issue invoice or delivery receipt if needed.	None	10 Minutes	<i>College Business Manager III</i> UP Press
3. Pay for the book(s). https://press.up.edu.ph/books/	3.1. Receive payment and issue an official receipt.	Refer to this link .	5 Minutes	<i>College Business Manager III</i> UP Press
	3.2. Package the book(s)	None	10 Minutes	<i>College Business Manager III</i> UP Press
TOTAL		Refer to this link .	30 Minutes	

2. SALE OF UP PRESS TITLES/ CONSIGNED BOOKS IN UP PRESS ONLINE STORES

This service allows the client to purchase books from UP Press Online stores such as Shopee, Lazada and UP Press Official Website which is necessary for gaining access to valuable knowledge, stories, and resources for personal or professional growth.

Office or Division	UP Press - Marketing and Promotion Section
Classification	Simple
Type of Transaction	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Book order via Shopee, Lazada or UP Press Official website and pay online.	1.1. Check the order through Shopee, Lazada applications and UP Press Official Website.	Refer to this link .	5 Minutes	<i>College Business Manager III</i> UP Press
	2.1. Prepare order for dispatch	None	30 Minutes	<i>College Business Manager III</i> UP Press
2. Receive notification that order is being processed.	2.2. Arrange delivery of orders and notify clients through the online marketplace portal.	None	1 Days	<i>College Business Manager III</i> UP Press
TOTAL		Refer to this link .	1 Day and 35 Minutes	

3. REQUEST FOR EVALUATION OF MANUSCRIPT

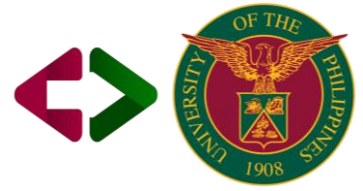
This service allows the client to submit their manuscript to our office, which is necessary for initiating the review and publication process to make their work available to readers.

Office or Division	UP Press - Editorial Section
Classification	Complex
Type of Transaction	G2C – Government to Citizen
Who may Avail	Authors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Cover letter addressed to the UP Press director containing the author's contact details and a brief overview of the work. (requirements listed in "A Primer on How to Get Your Book Published at the UP Press") Refer to this link (UP Press Website)	Requesting Party
2. Manuscript Submission Form which requires up-to-date information about the author, the project and its contribution to the field, as well as other important details.	UP Press
3. Two (2) MS Word copies of the manuscript—a complete copy and another one without any information that may reveal the identity of the author	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a cover letter addressed to the UP Press Director, and manuscript for evaluation to the emails of UP Press Director and Deputy Director	1.1 Receives manuscript for initial screening.	None	1 Day	<i>Director</i> UP Press
	1.2. Logs manuscript to google sheet manuscript tracker	None	10 Minutes	<i>Director</i> UP Press

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive notification from the UP Press.	2.1 Communicate to the author the comments and decision for the acceptance or rejection. Note: UP Press communicates steps moving forward if accepted.	None	2 Days	<i>Director</i> UP Press
TOTAL		None	3 Days, 10 minutes	



**OFFICE OF THE VICE PRESIDENT FOR
PLANNING AND FINANCE
EXTERNAL SERVICES**

1. REVIEW AND APPROVAL OF FUNDING REQUESTS

The identified UP stakeholders may request funding for their budgetary needs. The OVPPF reviews the requests to assess their rationale and ensure that the requested funding aligns with the needs of the requesting office and is consistent with the University's approved budgetary allocation and expenditure program. The OVPPF verifies the accuracy of the Budget Clearance issued by the UP System Budget Office (UPSBO) for approval by the Vice President for Planning and Finance (VPPF) and the Office of the President (OP), if needed.

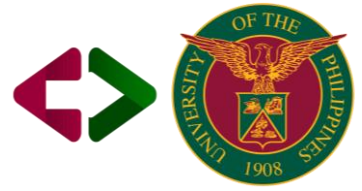
Office or Division	Office of the Vice President for Planning and Finance
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who may Avail	UP Students and UP Student Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request endorsed by Chancellor and Dean	Requesting Party's Office of the Dean and Office of the Chancellor
2. Breakdown of Funding Request	Requesting Party
3. Relevant supporting documents	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the endorsed letter request, breakdown of funding request, and relevant supporting documents to OVPPF through the Document Routing System (DRS). Note: The Office of the Chancellor shall send the request via DRS.	1.1 Receive the submission via DRS.	None	4 Hours	<i>Administrative Officer IV</i> OVPPF
	1.2 Conduct initial review of the request.	None	1 Day	<i>Administrative Officer IV</i> OVPPF
	1.3 Refer request to the UP System Budget Office	None	4 Hours	<i>Administrative Officer IV</i> OVPPF

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Receive and review request and issue budget clearance back to OVPPF.	None	2 Days	<i>Director SBO</i>
	1.5 Receive request with budget clearance and conduct final review for endorsement to VPPF.	None	1 Day	<i>Administrative Officer IV OVPPF</i>
	1.6 Review and approve request for release. a. To requesting party (proceed to step 2) or b. To Office of the President (proceed to step 1.7)	None	5 Day	<i>VP for Planning and Finance OVPPF</i>
	1.7 Forward to OP.	None	4 Hours	<i>Administrative Officer IV OVPPF</i>
	1.8 Receive the request	None	10 Minutes	<i>Executive Assistant IV OP</i>
	1.9 Review the request then submit to the President	None	4 Hours	<i>Executive Assistant IV OP</i>
	1.10 Act on the request.	None	5 Days	<i>President OP</i>
	1.11 Send the action to the OSU via DRS	None	10 Minutes	<i>Administrative Aide VI OP</i>
	1.12 Receive and endorse to OVPPF.	None	3 Minutes	<i>Executive Assistant III OSU</i>
	1.13 Receive request with notation from OP.	None	4 Hours	<i>Administrative Officer IV OVPPF</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive action on the request.	2.1 Release approved budget to requesting unit.	None	4 Hours	<i>Administrative Officer IV OVPPF</i>
TOTAL (if need OP's approval)		None	14 Days, 23 Minutes	
TOTAL (if does not need OP's approval)		None	6 Days, 4 Hours	



**OFFICE OF THE VICE PRESIDENT FOR
PLANNING AND FINANCE
INTERNAL SERVICES**

1. REVIEW AND APPROVAL OF BUDGET EARMARKING REQUEST

The UPSA offices and units may request earmarking for their budgetary needs. The OVPPF reviews the requests to assess their rationale and ensure that the requested earmarking aligns with the needs of the requesting office and is consistent with the University's approved budgetary allocation and expenditure program. The OVPPF verifies the accuracy of the Budget Clearance issued by the UP System Budget Office (UPSBO) for approval by the Vice President for Planning and Finance (VPPF) and the Office of the President (OP), if needed.

Office or Division	Office of the Vice President for Planning and Finance
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request endorsed by appropriate Vice President	Requesting Party's appropriate Office of the Vice President
2. Breakdown of Earmarking Request	Requesting Party
3. Relevant supporting documents	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the endorsed letter request, breakdown of funding request, and relevant supporting documents to OVPPF through the Budget Utilization and Liquidation System Analytics (BULSA)	1.1 Receive and review request and issue budget clearance back to OVPPF.	None	3 Days	<i>Director System Budget Office (SBO)</i>
	1.2 Receive request with budget clearance and conduct final review for endorsement to VPPF.	None	4 Hours	<i>Administrative Officer IV OVPPF</i>
	1.3 Review and approve request for release.	None	3 Days	<i>VP for Planning and Finance OVPPF</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	a. To requesting party (proceed to step 2) or b. To Office of the President (proceed to step 1.4)			
	1.4 Forward to OP.	None	4 Hours	<i>Administrative Officer IV OVPPF</i>
	1.5 Receive and review the request then submit to the President	None	4 Hours	<i>Executive Assistant IV OP</i>
	1.6 Act on the request.	None	5 Days	<i>President OP</i>
	1.6 Receive request with notation from OP.	None	4 Hours	<i>Administrative Officer IV OVPPF</i>
2. Receive action on the request.	2.1 Release approved budget to requesting unit.	None	4 Hours	<i>Administrative Officer IV OVPPF</i>
TOTAL (if need OP's approval)		None	14 Days, 4 Hours	
TOTAL (if does not need OP's approval)		None	6 Days, 4 Hours	

2. REVIEW AND APPROVAL OF FUNDING REQUESTS

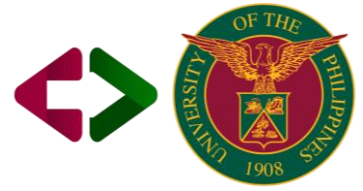
The identified UP stakeholders may request funding for their budgetary needs. The OVPPF reviews the requests to assess their rationale and ensure that the requested funding aligns with the needs of the requesting office and is consistent with the University's approved budgetary allocation and expenditure program. The OVPPF verifies the accuracy of the Budget Clearance issued by the UP System Budget Office (UPSBO) for approval by the Vice President for Planning and Finance (VPPF) and the Office of the President (OP), if needed.

Office or Division	Office of the Vice President for Planning and Finance
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent/Autonomous Units UP Faculty, REPS, and Administrative Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request endorsed by Chancellor and appropriate Vice President	Requesting Party's Office of the Chancellor and appropriate Office of the Vice President
2. Breakdown of Funding Request	Requesting Party
3. Relevant supporting documents	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the endorsed letter request, breakdown of funding request, and relevant supporting documents to OVPPF through the Budget Utilization and Liquidation System Analytics (BULSA)	1.1 Receive and review request and issue budget clearance back to OVPPF.	None	3 Days	<i>Director</i> System Budget Office (SBO)
	1.2 Receive request with budget clearance and conduct final review for endorsement to VPPF.	None	4 Hours	<i>Administrative</i> <i>Officer IV</i> OVPPF

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Review and approve request for release. a. To requesting party (proceed to step 2) or b. To Office of the President (proceed to step 1.4)	None	3 Days	<i>VP for Planning and Finance</i> OVPPF
	1.4 Forward to OP.	None	4 Hours	<i>Administrative Officer IV</i> OVPPF
	1.5 Receive and review the request then submit to the President	None	4 Hours	<i>Executive Assistant IV</i> OP
	1.6 Act on the request.	None	5 Days	<i>President</i> OP
	1.6 Receive request with notation from OP.	None	4 Hours	<i>Administrative Officer IV</i> OVPPF
2. Receive action on the request.	2.1 Release approved budget to requesting unit.	None	4 Hours	<i>Administrative Officer IV</i> OVPPF
TOTAL (if need OP's approval)		None	14 Days, 4 Hours	
TOTAL (if does not need OP's approval)		None	6 Days, 4 Hours	



SYSTEM ACCOUNTING OFFICE INTERNAL SERVICES

1. REQUEST FOR CERTIFICATE OF NO OUTSTANDING CASH ADVANCE

This service allows UPSA Offices and Units to request Certificate as requirement and clearance to process the release of Cash Advance.

Office or Division	System Accounting Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request (1 Digital Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive request via email at accounting.ups@up.edu.ph	1.1 Receive request, encode and monitor clearance.	None	20 Minutes	<i>Pre-Audit Analyst</i> SAO
	1.2 Prepare and print certification and route for checking.	None	15 Minutes	<i>Pre-Audit Analyst</i> SAO
	1.3 Review certification and annotate if cleared.	None	2 Days	<i>Pre-Audit, Payroll, and Bookkeeping Section Head</i> SAO
	1.4 Approve and sign certificate.	None	30 Minutes	<i>Director</i> SAO
	1.5 Input in logbook of clearance for release.	None	15 Minutes	<i>Pre-Audit Analyst</i> SAO
2. Receive Certificate.	2.1 Release to requesting party.	None	15 Minutes	<i>Pre-Audit Analyst</i> SAO
TOTAL		None	2 Days, 1 Hour, 35 Minutes	

2. REQUEST FOR PROCESSING OF DISBURSEMENT VOUCHERS AMOUNTING ABOVE P200,000.00

This service allows UPSA Offices and Units for the processing of Disbursement Vouchers budget cleared via Budget Utilization and Liquidation System Analytics.

Office or Division	System Accounting Office
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Compiled Printed Disbursement Vouchers from BULSA (1 Copy) Note: Complete set of attachments or requirements are listed down in the Citizen's Charter of System Budget Office. Unless otherwise allowed as indicated in existing government policies/system, all attachments shall bear wet ink signature.	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Disbursement Voucher (DV) with complete set of attachments to SAO at System Finance and Administration Building (SFAB), Magsaysay Avenue, UP Diliman. Note: Only submit DV once its status in BULSA is "Waiting for Submission of Hardcopies"	1.1 Receive and stamp DV number and refer to pre-audit analyst.	None	25 Minutes	Receiving personnel SAO
	1.2 Review documents and initiate for	None	15 Days	Pre-Audit Analyst SAO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	approval in BULSA if in order.			
	1.3 Prepare journal entry, print and attach printed copy to the DV and encode the same entries to the distribution code in the BULSA. Print BIR form 2307.	None	30 Minutes	<i>Pre-Audit Analyst</i> SAO
	1.4 Verify and check pre-audited DV manually and in the BULSA.	None	30 Minutes	<i>Pre-Audit Section Head</i> SAO
	1.5 Forward processed DVs to staff for monitoring	None	30 Minutes	<i>Cash/Fund Controller</i> SAO
	1.6 Sign/approve the DV.	None	30 Minutes	<i>Director</i> SAO
	1.7 Encode DV in the cash monitoring report for release to UPS Cash Office.	None	15 Minutes	<i>Cash/Fund Controller</i> SAO
	1.8 Release DV in BULSA and deliver a hard copy of the document to System Cash Office (SCO).	None	20 Minutes	<i>Releasing personnel</i> SAO
	1.9 Receive and review documents from SAO for endorsement to SCO Acting Chief.	None	10 Minutes	<i>Acting Chief</i> SCO
	1.10 Review and sign ADA Transmittals.	None	10 Minutes	<i>Acting Chief</i> SCO
	1.11 Transmit the signed document to the Office of the Vice President for Administration	None	10 Minutes	<i>Acting Chief</i> SCO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(OVPA) for signature.			
	1.12 Receive and review document for signature of Vice President for Administration.	None	15 Minutes	<i>Project Development Officer IV OVPA</i>
	1.13 Sign document and refer back to SCO.	None	4 Hours	<i>VP for Administration OVPA</i>
If check payment				
2. Receive notification that the payment is available.	2.1 If check payment, notify in BULSA that the check is for pick up.	None	10 Minutes	<i>Acting Chief SCO</i>
TOTAL (if check payment)		None	15 Days, 7 Hours, 55 Minutes	
If online payment (through Land Bank of the Philippines)				
	1.14 Upload transaction to LBP WeAccess	None	5 Minutes	<i>Acting Chief SCO</i>
	1.15 Review and approve WeAccess transaction and notify VPA of approval.	None	5 Minutes	<i>Acting Chief SCO</i>
	1.1.6 Review and approve WeAccess transaction and inform SCO of completed transaction.	None	5 Minutes	<i>VP for Administration OVPA</i>
2. Receive notification that the payment is available.	2.1 Notify in BULSA that the transaction has been processed.	None	10 Minutes	<i>Acting Chief SCO</i>
TOTAL		None	16 Days, 10 Minutes	

3. REQUEST FOR PROCESSING OF DISBURSEMENT VOUCHERS AMOUNTING BELOW P200,000.00

This service allows UPSA Offices and Units for the processing of Disbursement Vouchers budget cleared via Budget Utilization and Liquidation System Analytics.

Office or Division	System Accounting Office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Compiled Printed Disbursement Vouchers from BULSA (1 Copy) Note: Complete set of attachments or requirements are listed down in the Citizen's Charter of System Budget Office. Unless otherwise allowed as indicated in existing government policies/system, all attachments shall bear wet ink signature.	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Disbursement Voucher (DV) with complete set of attachments to SAO at System Finance and Administration Building (SFAB), Magsaysay Avenue, UP Diliman. Note: Only submit DV once its status in BULSA is "Waiting for Submission of Hardcopies"	1.1 Receive and stamp DV number and refer to pre-audit analyst.	None	25 Minutes	Receiving personnel SAO
	1.2 Review documents and initiate for	None	6 Days	Pre-Audit Analyst SAO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	approval in BULSA if in order.			
	1.3 Prepare journal entry, print and attach printed copy to the DV and encode the same entries to the distribution code in the BULSA. Print BIR form 2307.	None	30 Minutes	<i>Pre-Audit Analyst</i> SAO
	1.4 Verify and check pre-audited DV manually and in the BULSA.	None	30 Minutes	<i>Pre-Audit Section Head</i> SAO
	1.5 Forward processed DVs to staff for monitoring.	None	30 Minutes	<i>Cash/Fund Controller</i> SAO
	1.6 Sign or approve the DV.	None	30 Minutes	<i>Director</i> SAO
	1.7 Encode DV in the cash monitoring report for release to UPS Cash Office.	None	15 Minutes	<i>Cash/Fund Controller</i> SAO
	1.8 Release DV in BULSA and deliver a hard copy of the document to System Cash Office (SCO).	None	20 Minutes	<i>Releasing Personnel</i> SAO
	1.9 Receive and review documents from SAO for endorsement to SCO Acting Chief.	None	10 Minutes	<i>Acting Chief</i> SCO
	1.10 Review and sign ADA Transmittals.	None	10 Minutes	<i>Acting Chief</i> SCO
	1.11 Transmit the signed document to the Office of the Vice President for	None	10 Minutes	<i>Acting Chief</i> SCO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Administration (OVPA) for signature.			
	1.12 Receive and review document for signature of Vice President for Administration.	None	15 Minutes	<i>Project Development Officer IV OVPA</i>
	1.13 Sign document and refer back to SCO.	None	3 Hours, 45 Minutes	<i>VP for Administration OVPA</i>
If check payment				
2. Receive notification that the payment is available.	2.1 If check payment, notify in BULSA that the check is for pick up.	None	10 Minutes	<i>Acting Chief SCO</i>
TOTAL (if check payment)		None	6 Days, 7 Hours, 55 Minutes	
If online payment (through Land Bank of the Philippines)				
	1.14 Upload transaction, based on signed document, to LBP WeAccess	None	5 Minutes	<i>Acting Chief SCO</i>
	1.15 Review and approve WeAccess transaction and notify VPA of approval.	None	5 Minutes	<i>Acting Chief SCO</i>
	1.1.6 Review and approve WeAccess transaction and inform SCO of completed transaction.	None	5 Minutes	<i>VP for Administration OVPA</i>
2. Receive notification that the payment is available.	2.1 Notify in BULSA that transaction has been processed.	None	10 Minutes	<i>Acting Chief SCO</i>
TOTAL		None	7 Days	



SYSTEM BUDGET OFFICE INTERNAL SERVICES

1. BUDGET CLEARANCE REQUEST

This service allows UPSA offices and units to request budget clearance for the following requests documentation:

- Contract of Service
- Job Order
- Purchase Request
- Request for Overtime

Office or Division	System Budget Office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Contract of Service	
1. Signed and Notarized Contract of Service with copy of IDs of signatories (1 Digital Copy)	Requesting Party
2. Approved Authority to Hire, if new hire (1 Digital Copy)	Requesting Party as issued in PUSO
3. Previous Contract, if renewal (1 Digital Copy)	Requesting Party
4. Previous Budget Clearance, if renewal (1 Digital Copy)	Requesting Party
B. Job Order	
1. Signed Job Order Form (1 Digital Copy)	Requesting Party
2. Office Order (1 Digital Copy)	Hiring Unit
3. Approved Fund Source	Budget Utilization, Liquidation, and Systems Analytics
C. Purchase Request	
1. Signed Purchase Request (1 Digital Copy)	Requesting Party
2. Canvass / Abstract of Quotation (1 Digital Copy)	Requesting Party
3. Letter request with endorsement from the head	Requesting Party
D. Request for Overtime	
1. Letter request from Unit Head	Requesting Party
2. Computation of Overtime Payment	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request via the UP Budget Utilization and Liquidation	1.1 Receive request and review completeness of	None	10 Minutes	<i>Chief Administrative Officer</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
System Analytics (BULSA). Note: All submissions must be in digital form.	supporting documents.			SBO
	1.2 Review and endorse request to the Budget Supervisor if the allocation is charged to the unit's IOB and if enough funding is available. or 1.2a Review and endorse request to System Accounting Office if funding is sourced from trust/revolving/reprogrammed funds.	None	50 Minutes	<i>Chief Administrative Officer</i> SBO
	1.2b Review request, issue Certificate of Availability of Funds (CAF) or Status of Funds (SOF), and return to SBO via BULSA.	None	4 Hours	<i>Director</i> SAO
	1.3 Review clearance from the Budget Office and endorse to Director for final approval.	None	3 Days	<i>Chief Administrative Officer</i> SBO
2. Receive notification from BULSA of the approval of the request.	2.1 Review and approve clearance.	None	3 Days	<i>Director</i> SBO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL (if does not need SAO Clearance)		None	6 Days, 1 Hour	
TOTAL (if needs SAO Clearance)		None	6 Days, 5 Hour	

2. COMPLEX OBLIGATION REQUEST AND STATUS AND BUDGET UTILIZATION REQUEST AND STATUS

This service allows UPSA Offices and Units to request the processing of Obligation Request and Status (ORS) and Budget Utilization Request and Status (BURS) on on previously approved or budget cleared requests to be able to record/earmark the amount approved in the registry of the fund identified in the budget clearance.

Complex ORS and BURS Transactions shall cover the following:

- A. Request for Travelling Expenses
- B. Request for Last Salary of Separated Employees

Office or Division	System Budget Office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Request for Travelling Expenses	
A-1 Pre-Travel Cash Advance (Local Travel)	
1. Approved Travel Order per Section 4 of Executive Order (EO) 77 s. 2019 (1 Digital Copy)	Requesting Party
2. Proposed Itinerary of Travel detailing expenses to be incurred signed by the officials traveling (1 Digital Copy)	Requesting Party
3. Schedule of Activities, program, or letter of invitation of the host, sponsoring agency, or organization (1 Digital Copy)	Requesting Party
4. Promissory Note (1 Digital Copy)	Requesting Party
5. Approved Letter of Request for Cash Advance (1 Digital Copy)	Requesting Party
6. Certification of no Outstanding Cash Advance (1 Digital Copy)	System Accounting Office
7. Budget Clearance (1 Digital Copy)	UP Office of the Vice President for Planning and Finance
A-2 Pre-Travel Cash Advance (Foreign Travel)	
1. Approved Travel Order per Section 4 of Executive Order (EO) 77 s. 2019 (1 Digital Copy)	Requesting Party
2. Proposed Itinerary of Travel detailing expenses to be incurred signed by the officials traveling (1 Digital Copy)	Requesting Party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Schedule of Activities, program, or letter of invitation of the host, sponsoring agency, or organization (1 Digital Copy)	Requesting Party
4. Quotation of three (3) Travel Agencies for Airfare (1 Digital Copy)	Requesting Party
5. Flight itinerary issued by airline or travel agency	Requesting Party
6. Daily Subsistence Allowance (DSA) Rate (1 Digital Copy)	DSA Circular ICSC/CIRC/DSA/596 (DSA Reference)
7. Bangko Sentral ng Pilipinas (BSP) Exchange Rate (1 Digital Copy)	BSP Website for Exchange Rates
8. If applicable, authority from the Office of the President (OP) to claim representation expenses (1 Digital Copy)	Requesting Party through proper channels
9. In case of seminars/ trainings: • Invitation addressed to agency inviting participants, issued by the foreign country (1 Digital Copy) • Program agenda and logistics information (1 Digital Copy) • Acceptance of participants, issued by the foreign country (1 Digital Copy)	Requesting Party
10. Budget Clearance (1 Digital Copy)	UP Office of the Vice President for Planning and Finance
A-3 Reimbursement of Local Travel (outside 50KM radius)	
1. Approved Travel Order per Section 4 of EO 77 (1 Digital Copy)	Requesting Party
2. Approved Itinerary of Travel (1 Digital Copy)	Requesting Party
3. Actual Itinerary of Travel, if approved/previous itinerary was not followed (1 Digital Copy)	Requesting Party
4. Invitation / Authority to Attend or Conduct of Activity (1 Digital Copy)	Requesting Party
5. Certificate of Travel Completed (1 Digital Copy)	Requesting Party
6. Certificate of Appearance / Attendance (1 Digital Copy)	Requesting Party as issued by office visited
7. Paper/ Electronic tickets (Bus, Plane, Taxi, Boat, Boarding Pass,	Requesting Party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Terminal Fee, Grab) (1 Digital Copy)	
8. Confirmed Airline Booking Itinerary, for plane fare (1 Digital Copy)	Requesting Party
9. Letter invitation, if applicable (1 Digital Copy)	Requesting Party
10. Travel Report (1 Digital Copy)	Requesting Party
11. Driver's Trip Ticket, if applicable (1 Digital Copy)	Requesting Party
12. For any change in schedule, revised or supplemental Office Order or Memorandum (1 Digital Copy)	Requesting Party
13. If purchased through travel agency: • Abstract of Open Canvass (1 Digital Copy) • Quotation of three (3) travel agencies (1 Digital Copy per travel agency) • Justification for purchasing through third-party providers (1 Digital Copy)	Requesting Party
14. Budget Clearance (1 Digital Copy)	UP Office of the Vice President for Planning and Finance
A-4 Reimbursement of Foreign Travel	
1. Approved Travel Order per Section 4 of EO 77 (1 Digital Copy)	Requesting Party as issued by Authorized Official
2. Approved Itinerary of Travel (1 Digital Copy)	Requesting Party
3. Letter of Invitation of host or sponsoring country (1 Digital Copy)	Host or Sponsoring Country
4. Daily Subsistence Allowance (DSA) Rate (1 Digital Copy)	DSA Circular ICSC/CIRC/DSA/596 (DSA Reference)
5. For plane fare, quotation of 3 travel agencies (1 Digital Copy)	Requesting Party
6. Flight itinerary issued by airline or travel agency (1 Digital Copy)	Requesting Party
7. Bangko Sentral ng Pilipinas (BSP) Exchange Rate (1 Digital Copy)	BSP Website for Exchange Rates
8. If applicable, authority from the Office of the President (OP) to claim representation expenses (1 Digital Copy)	UP Office of the President
9. In case of seminars/ trainings: • Invitation addressed to agency inviting participants, issued by	Requesting Party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
the foreign country (1 Digital Copy) • Program agenda and logistics information (1 Digital Copy) • Acceptance of participants, issued by the foreign country (1 Digital Copy)	
10. Paper/ Electronic tickets (Bus, Plane, Taxi, Boat, Boarding Pass, Terminal Fee, Grab)	Requesting Party
11. Revised actual Itinerary of Travel, if previous itinerary was not followed	Requesting Party
12. Post-activity, Post-training, or Narrative Report	Requesting Party
13. Certificate of Appearance, Participation, or Attendance	Requesting Party as issued by office visited
14. Budget Clearance	UP Office of the Vice President for Planning and Finance
A-5 Reimbursement of Transportation Expenses (within 50KM radius)	
1. Approved Purchase Request (1 Digital Copy)	Requesting Party
2. Sales Invoice or Official Receipt (1 Digital Copy)	Requesting Party
3. Approved Official Business Slip (1 Digital Copy)	Requesting Party
4. Notice of Meeting, Office Order, or Invitation (1 Digital Copy)	Requesting Party
5. If applicable, Itinerary of Travel (1 Digital Copy)	Requesting Party
6. Certificate of Appearance or Participation (1 Digital Copy)	Requesting Party as issued by office visited
7. Certificate not Requiring Receipts for expenses PHP 300 and below, if used for taxi fare, include picture of taxi meter if without official receipt (1 Digital Copy)	Requesting Party
8. Budget Clearance	UP Office of the Vice President for Planning and Finance
A-6 Reimbursement of Plane Tickets	
1. Approved Purchase Request (1 Digital Copy)	Requesting Party
2. Sales Invoice or Official Receipt (1 Digital Copy)	Requesting Party
3. Boarding Pass (1 Digital Copy)	Requesting Party
4. Confirmed Airline Booking Itinerary (1 Digital Copy)	Requesting Party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. Approved Travel Order (1 Digital Copy)	Requesting Party
6. Certificate of Travel (1 Digital Copy)	Requesting Party
7. Approved Itinerary of Travel (1 Digital Copy)	Requesting Party
8. Certificate of Appearance (1 Digital Copy)	Requesting Party as issued by office visited
9. Budget Clearance	UP Office of the Vice President for Planning and Finance
B. Request for Last Salary of Separated Employees	
1. Clearance from Money, Property, and Accountability (1 Digital Copy)	System Human Resources Development Office
2. Duly Approved Daily Time Record (1 Digital Copy)	Requesting Party
3. Approved Computation of Last Salary (1 Digital Copy)	System Human Resources Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request via the UP Budget Utilization and Liquidation System Analytics (BULSA). Note: All submissions must be in digital form.	1.1 Receive request and review completeness of supporting documents.	None	1 Hour	Chief Administrative Officer SBO
	1.2 Prepare ORS/BUR if documents are complete and if with available funding and endorse to supervisor.	None	15 Minutes	Chief Administrative Officer SBO
	1.3 Conduct second-level review and if in order transmit to the Director.	None	3 Day	Chief Administrative Officer SBO
2. Receive notification in BULSA that the document is	2.1 Conduct final review and approval in BULSA to notify	None	3 Day	Director SBO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
already for printing and transmittal to UP System Accounting Office	the requesting party.			
TOTAL		None	6 Days, 1 Hour, 15 Minutes	

3. SIMPLE OBLIGATION REQUEST AND STATUS AND BUDGET UTILIZATION REQUEST AND STATUS

This service allows UPSA Offices and Units to request the processing of Obligation Request and Status (ORS) and Budget Utilization Request and Status (BURS) on on previously approved or budget cleared requests to be able to record/earmark the amount approved in the registry of the fund identified in the budget clearance.

Simple ORS and BURS Transactions shall cover the following:

- A. Request for Regular, Mandatory, and Utility Expenses
- B. Request for Procurement of Goods and Services
- C. Request for Payment for Contract of Services (COS) / Job Order
- D. Request for Salaries and Compensation of Plantilla Employees

Office or Division	System Budget Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Offices and Units

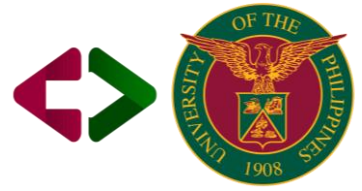
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Request for Regular, Mandatory, and Utility Expenses	
A-1 Reimbursement of Supplies and Materials Expenses	
1. Approved Purchase Request (1 Digital Copy)	Requesting Party
2. Sales Invoice or Official Receipt (1 Digital Copy)	Supplier
3. Requisition and Issue Slip (1 Digital Copy)	UP System Supply and Property Management Office
4. Inspection and Acceptance Report (1 Digital Copy)	UP System Supply and Property Management Office
5. For expenses that exceed Php1,000.00: a. Abstract of Open Canvass b. Quotation of three (3) suppliers (1 Digital Copy)	Requesting Party
A-2 Water and Electricity Expenses	
1. Statement of Account or Billing Statement (1 Digital Copy)	Supplier
A-3 Reimbursement of Postage and Delivery Expenses	
1. Approved Purchase Request (1 Digital Copy)	Requesting Party
2. Sales Invoice or Official Receipt (1 Digital Copy)	Supplier
3. Summary of mailings with amount of postage stamps (1 Digital Copy)	Requesting Party
4. Acceptance Receipts of deliveries (1 Digital Copy)	Requesting Party
A-4 Payment of Landline and Mobile Prepaid Expenses	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certification that usage is official in nature (1 Digital Copy)	Requesting Party
2. Sales Invoice or Official Receipt (1 Digital Copy)	Supplier
3. Distribution list for mobile prepaid expenses (1 Digital Copy)	Requesting Party
A-5 Training and Seminar Expenses	
1. Authority to Attend training/seminar indicating the cost of registration, modules, and course/training description (1 Digital Copy)	Requesting Party
2. Letter of Invitation, if applicable (1 Digital Copy)	Requesting Party
3. Billing Statement or Statement of Account, if applicable (1 Digital Copy)	Supplier
4. For reimbursement claims: a. Certificate of Attendance, Participation, or Completion (1 Digital Copy) b. Post-training Report (1 Digital Copy)	Requesting Party
A-6 Payment of Honorarium of Resource Speaker	
1. Invitation duly accepted by the speaker (1 Digital Copy)	Requesting Party
2. Personal Data Sheet (PDS) or Curriculum Vitae (1 Digital Copy)	Identified Resource Speaker
3. Approved Authority to Conduct the Training or Activity (1 Digital Copy)	Requesting Party
4. Program of Activities (1 Digital Copy)	Requesting Party
5. Computation of honorarium per DBM Budget Circular No. 2007-1 (1 Digital Copy)	Requesting Party
6. Basis of computation of honorarium: Original signed Attendance Sheet with date and time of activity (1 Digital Copy) Training/course description and design (1 Digital Copy)	Requesting Party
A-7 Reimbursement of Fuel, Oil, and Toll Fee Expenses For Government Issued Vehicles Only	
1. Approved Purchase Request (1 Digital Copy)	Requesting Party
2. Sales Invoice or Official Receipt (1 Digital Copy)	Supplier
3. Duly approved Vehicle Trip Ticket	Requesting Party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(1 Digital Copy)	
A-8 Reimbursement of Communication Expenses	
1. Self-certification (1 Digital Copy)	Requesting Party
2. Approved letter request for claiming of communication expenses (1 Digital Copy)	Requesting Party
B. Procurement of Goods and Services	
1. Perfected Contract, Work Order or Purchase Order (1 Digital Copy)	Requesting Party
2. Notice to Award or Notice to Proceed, whichever is applicable (1 Digital Copy)	Requesting Party
3. Duly approved Bids and Awards Committee (BAC) Resolution (1 Digital Copy)	Requesting Party as issued by BAC
4. Request for Quotation (1 Digital Copy)	Requesting Party
5. Approved Purchase Request (1 Digital Copy)	Requesting Party
6. Signed Terms of Reference or Technical Specifications Sheet, whichever is applicable (1 Digital Copy)	Requesting Party
7. Approved Procurement Project Management Plan (PPMP) (1 Digital Copy)	Requesting Party
8. If applicable, depending on the mode of procurement: • Abstract of Quotation (1 Digital Copy) • Checklist of Eligibility of Documents (1 Digital Copy) • Quotation of three (3) suppliers (1 Digital Copy per quote) • Proof of sending quotation to suppliers (1 Digital Copy) • Mayor's Business Permit (1 Digital Copy) • Proof of PhilGEPS Registration, for red membership (1 Digital Copy) • Certificate of PhilGEPS Registration, for platinum membership (1 Digital Copy) • Omnibus Sworn Statement (1 Digital Copy)	Requesting Party through Supplier/s

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Annual Income Tax Returns (1 Digital Copy)	
C. Payment of Salary or Services Rendered	
C-1 Payment of Salaries of Individual Contract of Service (ICS) or Job Order (JO) Personnel	
1. Signed and Notarized Contract (1 Digital Copy)	Requesting Party
2. Daily Time Record and/or Certificate of Services Rendered (1 Digital Copy)	Requesting Party
3. General Payee, if processing more than one (1) personnel (1 Digital Copy)	Requesting Party
4. Accomplishment Report (1 Digital Copy)	Requesting Party
C-2 First Salary of Newly-Hired Plantilla Employee	
1. Appointing Authority–signed Appointment Form (1 Digital Copy)	System Human Resource Development Office
2. Oath of Office (1 Digital Copy)	System Human Resource Development Office
3. Certification of Assumption to Duty (1 Digital Copy)	System Human Resource Development Office
4. Duly approved Daily Time Record (1 Digital Copy)	Requesting Party
5. Statement of Assets, Liabilities, and Net Worth (1 Digital Copy)	Requesting Party
6. BIR Form 1901: Certificate of Registration	Requesting Party as issued by appropriate Bureau of Internal Revenue Office
7. For transferees from other government agencies: - Office Clearance (1 Certified True Copy, Digital) - Certificate of Available Leave Credits (1 Certified True Copy, Digital) - Service Record (1 Certified True Copy, Digital) - Certification of Last Salary Received (1 Certified True Copy, Digital) - BIR Form 2316: Certificate of Compensation Payment/ Tax Withheld (1 Certified True Copy, Digital)	Requesting Party as issued by the former office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request via the UP Budget Utilization and Liquidation System Analytics (BULSA). Note: All submissions must be in digital form.	1.1 Receive request and review completeness of supporting documents.	None	35 Minutes	<i>Chief Administrative Officer</i> SBO
	1.2 Prepare ORS/BUR if documents are complete and if with available funding and endorse to supervisor.	None	15 Minutes	<i>Chief Administrative Officer</i> SBO
	1.3 Conduct second-level review and if in order transmit to the Director.	None	1 Day	<i>Chief Administrative Officer</i> SBO
2. Receive notification in BULSA that the document is already for printing and transmittal to UP System Accounting Office	2.1 Conduct final review and approval in BULSA to notify the requesting party.	None	1 Day	<i>Director</i> SBO
TOTAL		None	2 Days, 50 Minutes	



**OFFICE OF THE VICE PRESIDENT FOR
ADMINISTRATION
EXTERNAL SERVICES**

1. REQUEST FOR ATTENDANCE OF THE VICE PRESIDENT FOR ADMINISTRATION TO MEETINGS OR EVENTS

This service allows the client to request the attendance of the Vice President for Administration to meetings or events organized by the client.

Office or Division	Office of the Vice President for Administration
Classification	Simple
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request or Email (1 Digital or Original Copy) with the following information: • Addressed to the Vice President • Event Details (Event Title, Date, Venue, Other Arrangements) • Contact Details of Requesting Party • Outline of speech or key points to be discussed, if invited as a speaker or resource person	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter to OVPA, GF, South Wing Quezon Hall, UP Diliman or email at ovpa@up.edu.ph .	1.1 Receive document, acknowledge receipt, and refer to appropriate staff.	None	15 Minutes	<i>Project Development Officer IV</i> OVPA
	1.2 Review request, check availability of the VPA.	None	30 Minutes	<i>Project Development Officer IV</i> OVPA
	1.3 Review request and inform staff.	None	1 Day	<i>VP for Administration</i> OVPA
2. Receive response from the OVPA.	2.1 Send response to the requesting party.	None	15 Minutes	<i>Project Development Officer IV</i> OVPA
TOTAL		None	1 Day, 1 Hour	

2. REQUEST FOR INFORMATION, ENDORSEMENT, AND/OR SIGNATURE (SIMPLE)

This service allows the transacting client to request for information, endorsement, and/or signature on documents on matters related to the general administrative services. A request is considered simple if it can be answered by readily available data without the need for preparation of report or analysis.

Office or Division	Office of the Vice President for Administration
Classification	Simple
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request or Email or the Document to be signed (1 Digital or Original Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter or document to OVPA, GF, South Wing Quezon Hall, UP Diliman or email at ovpa@up.edu.ph .	1.1 Receive document, acknowledge receipt, and refer to appropriate staff.	None	15 Minutes	<i>Project Development Officer IV</i> OVPA
	1.2 Review letter or document, annotate or prepare response, and forward to the VPA for review.	None	1 Day	<i>Project Development Officer IV</i> OVPA
	1.3 Clear response for sending or sign the document.	None	1 Day	<i>VP for Administration</i> OVPA
2. Receive response from the OVPA.	2.1 Send response to the requesting party.	None	15 Minutes	<i>Project Development Officer IV</i> OVPA
TOTAL		None	2 Days, 30 Minutes	

3. REQUEST FOR INFORMATION, ENDORSEMENT, AND/OR SIGNATURE (COMPLEX)

This service allows the transacting client to request for information, endorsement, and/or signature on documents on matters related to the general administrative services. A request is considered complex if it requires preparation of data and reports and necessitates analysis of the data to be used in decision making.

Office or Division	Office of the Vice President for Administration
Classification	Complex
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request or Email or the Document to be signed (1 Digital or Original Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter or document to OVPA, GF, South Wing Quezon Hall, UP Diliman or email at ovpa@up.edu.ph .	1.1 Receive document, acknowledge receipt, and refer to appropriate staff.	None	15 Minutes	<i>Project Development Officer IV</i> OVPA
	1.2 Review letter or document, annotate or prepare response, and forward to the VPA for review.	None	4 Days	<i>Project Development Officer IV</i> OVPA
	1.3 Clear response for sending or sign the document.	None	2 Days	<i>VP for Administration</i> OVPA
2. Receive response from the OVPA.	2.1 Send response to the requesting party.	None	15 Minutes	<i>Project Development Officer IV</i> OVPA
TOTAL		None	6 Days, 30 Minutes	

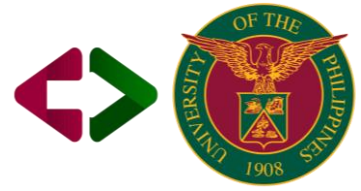
4. REQUEST FOR INFORMATION, ENDORSEMENT, AND/OR SIGNATURE (HIGHLY TECHNICAL)

This service allows the transacting client to request for information, endorsement, and/or signature on documents on matters related to the general administrative services. A request is considered highly technical if it requires preparation of data and reports and necessitates analysis of the data and collaboration with other offices/agencies to be used in decision making.

Office or Division	Office of the Vice President for Administration
Classification	Highly Technical
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request or Email or the Document to be signed (1 Digital or Original Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter or document to OVPA, GF, South Wing Quezon Hall, UP Diliman or email at ovpa@up.edu.ph .	1.1 Receive document, acknowledge receipt, and refer to appropriate staff.	None	15 Minutes	<i>Project Development Officer IV</i> OVPA
	1.2 Review letter or document, annotate or prepare response, and forward to the VPA for review.	None	17 Days	<i>Project Development Officer IV</i> OVPA
	1.3 Clear response for sending or sign the document.	None	2 Days	<i>VP for Administration</i> OVPA
2. Receive response from the OVPA.	2.1 Send response to the requesting party.	None	15 Minutes	<i>Project Development Officer IV</i> OVPA
TOTAL		None	19 Days, 30 Minutes	



**OFFICE OF THE VICE PRESIDENT FOR
ADMINISTRATION
INTERNAL SERVICES**

1. REQUEST FOR ATTENDANCE OF THE VICE PRESIDENT FOR ADMINISTRATION TO MEETINGS OR EVENTS

This service allows the client to request the attendance of the Vice President for Administration to meetings or events organized by the client.

Office or Division	Office of the Vice President for Administration
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices and Units, UP Employees and Contract Workers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request or Email (1 Digital or Original Copy) with the following information: • Addressed to the Vice President • Event Details (Event Title, Date, Venue, Other Arrangements) • Contact Details of Requesting Party • Outline of speech or key points to be discussed, if invited as a speaker or resource person • Must have Document Routing System (DRS) Number	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request via DRS. Note: Letter may be sent via email (ovpa@up.edu.ph) or delivered at OVPA, GF, South Wing Quezon Hall, UP Diliman, but it still should be encoded via DRS.	1.1 Receive document, acknowledge receipt in DRS, and refer to appropriate staff.	None	15 Minutes	<i>Project Development Officer IV</i> OVPA
	1.2 Review request, check availability of the VPA, and forward	None	30 Minutes	<i>Project Development Officer IV</i> OVPA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	to the VPA for final instructions.			
	1.3 Review request and inform staff of decision.	None	1 Day	<i>VP for Administration</i> OVPA
2. Receive response from the OVPA via DRS.	2.1 Send response to the requesting party via DRS.	None	15 Minutes	<i>Project Development Officer IV</i> OVPA
TOTAL		None	1 Day, 1 Hour	

2. REQUEST FOR AUTHORITY TO DRIVE

This service allows a UP Employee with Professional Driver's License to serve as a temporary official driver of an official UP vehicle.

Office or Division	Office of the Vice President for Administration
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request, with Document Routing System (DRS) Number, signed by Head of Unit (1 Digital Copy)	Requesting Party
2. Professional Driver's License of the designated employee (1 Digital Copy, colored)	UP Employee to be authorized

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request via DRS. Note: Letter may be sent via email (ovpa@up.edu.ph) or delivered at OVPA, GF, South Wing Quezon Hall, UP Diliman, but it still should be encoded via DRS.	1.1 Receive document, acknowledge receipt in DRS, and refer to appropriate staff.	None	15 Minutes	<i>Project Development Officer IV</i> OVPA
	1.2 Review request, checking for validity of the attachment.	None	45 Minutes	<i>Project Development Officer IV</i> OVPA
	1.3 Refer to System Human Resource Development Office (SHRDO) for personnel clearance.	None	15 Minutes	<i>Project Development Officer IV</i> OVPA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Verify the validity of the request and its supporting documents, including the employee's position and nature of appointment, as well as a valid professional driver's license.	None	1 Day	<i>Senior Personnel Specialist</i> SHRDO
	1.5 Receive SHRDO Personnel Clearance and check completeness of document.	None	15 Minutes	<i>Project Development Officer IV</i> OVPA
	1.6 Prepare the appointment paper and forward to VPA for signature.	None	4 Hours	<i>Project Development Officer IV</i> OVPA
	1.7 Review and sign the appointment paper.	None	4 Hours	<i>VP for Administration</i> OVPA
2. Receive appointment paper via DRS.	2.1 Release signed appointment paper to the unit via DRS.	None	15 Minutes	<i>Project Development Officer IV</i> OVPA
TOTAL		None	2 Days, 1 Hour, 45 Minutes	

3. REQUEST FOR INFORMATION, ENDORSEMENT, AND/OR SIGNATURE (SIMPLE)

This service allows the transacting client to request for information, endorsement, and/or signature on documents on matters related to the general administrative services.

A request is considered simple if it can be answered by readily available data without the need for preparation of report or analysis. Requests under this transaction include signing of cheques and other ministerial documents, inquiry on administrative matters based on issued memorandum, request for existing documents/materials, approval of request for check preparation and official time, and other simple endorsements to be determined by the office.

Office or Division	Office of the Vice President for Administration
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices and Units, UP Employees and Contract Workers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request, with Document Routing System (DRS) Number, signed by Head of Unit (1 Digital Copy)	Requesting Party
<i>If only applicable</i>	
2. Document/s to be signed (1 Original Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request or document via DRS. Note: Letter may be sent via email (ovpa@up.edu.ph) or delivered at OVPA, GF, South Wing Quezon Hall, UP Diliman, but it still should be encoded via DRS. Document with existing	1.1 Receive document, acknowledge receipt in DRS, and refer to appropriate staff.	None	15 Minutes	<i>Project Development Officer IV</i> OVPA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
tracking numbers through other UP Platform/System (i.e. BULSA, PUSO, etc.) need not to be encoded in DRS.				
	1.2 Review letter or document, annotate or prepare response, and forward to the VPA for review.	None	1 Day	<i>Project Development Officer IV</i> OVPA
	1.3 Clear response for sending or sign the document.	None	1 Day	<i>VP for Administration</i> OVPA
2. Receive response from the OVPA via DRS.	2.1 Send response to the requesting party or inform the release of the document via DRS.	None	15 Minutes	<i>Project Development Officer IV</i> OVPA
TOTAL		None	2 Days, 30 Minutes	

4. REQUEST FOR INFORMATION, ENDORSEMENT, AND/OR SIGNATURE (COMPLEX)

This service allows the transacting client to request for information, endorsement, and/or signature on documents on matters related to the general administrative services.

A request is considered complex if it requires preparation of data and reports and necessitates analysis of the data to be used in decision making. Such requests may include requests for budget, analysis of human resource, cash, and supply and property management data, and review of policies on administrative matters.

Office or Division	Office of the Vice President for Administration
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices and Units, UP Employees and Contract Workers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request, with Document Routing System (DRS) Number, signed by Head of Unit (1 Digital Copy)	Requesting Party
<i>If only applicable</i>	
2. Document/s to be signed (1 Original Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request or document via DRS. Note: Letter may be sent via email (ovpa@up.edu.ph) or delivered at OVPA, GF, South Wing Quezon Hall, UP Diliman, but it still should be encoded via DRS. Document with existing tracking numbers through other UP	1.1 Receive document, acknowledge receipt in DRS, and refer to appropriate staff.	None	15 Minutes	Project Development Officer IV OVPA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Platform/System (i.e. BULSA, PUSO, etc.) need not to be encoded in DRS.				
	1.2 Review letter or document, annotate or prepare response, and forward to the VPA for review.	None	4 Days	<i>Project Development Officer IV</i> OVPA
	1.3 Clear response for sending or sign the document.	None	2 Day	<i>VP for Administration</i> OVPA
2. Receive response from the OVPA via DRS.	2.1 Send response to the requesting party or inform the release of the document via DRS.	None	15 Minutes	<i>Project Development Officer IV</i> OVPA
TOTAL		None	6 Days, 30 Minutes	

5. REQUEST FOR INFORMATION, ENDORSEMENT, AND/OR SIGNATURE (HIGHLY TECHNICAL)

This service allows the transacting client to request for information, endorsement, and/or signature on documents on matters related to the general administrative services.

A request is considered highly technical if it requires preparation of data and reports and necessitates analysis of the data and collaboration with other offices/agencies to be used in decision making. Such requests may include review of changes in organizational structure, creation of new programs and offices, and technical inquiries on administrative matters.

Office or Division	Office of the Vice President for Administration
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices and Units, UP Employees and Contract Workers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request, with Document Routing System (DRS) Number, signed by Head of Unit (1 Digital Copy)	Requesting Party
<i>If only applicable</i>	
2. Document/s to be signed (1 Original Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request or document via DRS. Note: Letter may be sent via email (ovpa@up.edu.ph) or delivered at OVPA, GF, South Wing Quezon Hall, UP Diliman, but it still should be encoded via DRS. Document with existing tracking numbers	1.1 Receive document, acknowledge receipt in DRS, and refer to appropriate staff.	None	15 Minutes	Project Development Officer IV OVPA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
through other UP Platform/System (i.e. BULSA, PUSO, etc.) need not to be encoded in DRS.				
	1.2 Review letter or document, annotate or prepare response, and forward to the VPA for review.	None	17 Days	<i>Project Development Officer IV</i> OVPA
	1.3 Clear response for sending or sign the document.	None	2 Days	<i>VP for Administration</i> OVPA
2. Receive response from the OVPA via DRS.	2.1 Send response to the requesting party or inform the release of the document via DRS.	None	15 Minutes	<i>Project Development Officer IV</i> OVPA
TOTAL		None	19 Days, 30 Minutes	

6. REQUEST FOR USE OF UP OFFICIAL VEHICLE

This service allows the UP System Administration offices/units to request a UP Official Vehicle for their need for official trip/s. When approved, the units shall be responsible for the gasoline of the vehicle and other travel-related requirements/expenses to be incurred. This shall be requested three (3) working days before the official trip.

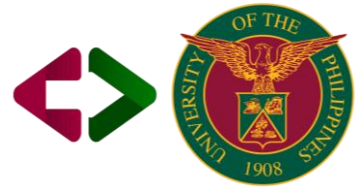
Office or Division	Office of the Vice President for Administration
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request, with Document Routing System (DRS) Number, signed by Head of Unit (1 Digital Copy)	Requesting Party
2. Proof of Travel (Invitation, Program, etc.)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request or document via DRS. Note: Letter may be sent via email (ovpa@up.edu.ph) or delivered at OVPA, GF, South Wing Quezon Hall, UP Diliman, but it still should be encoded via DRS.	1.1 Receive document, acknowledge receipt in DRS, and refer to appropriate staff.	None	15 Minutes	<i>Project Development Officer IV</i> OVPA
	1.2 Review document and coordinate schedule of vehicles and drivers.	None	2 Day	<i>Project Development Officer IV</i> OVPA
2. Receive approval or disapproval via DRS.	2.1 Inform unit of approval or disapproval via DRS.	None	15 Minutes	<i>Project Development Officer IV</i> OVPA



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		None	2 Days, 30 Minutes	



SYSTEM CASH OFFICE EXTERNAL SERVICES

1. REQUEST FOR RELEASE OF CHECK

This service allows the client to receive the check issued to them or their organization.

Office or Division	System Cash Office
Classification	Simple
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Government Agencies	
1. Authorization Letter signed by the Principal Government Agency	Requesting Party
2. Government-issued ID (1 Original, 1 Photocopy)	Authorized Representative as issued by appropriate government agency
3. Sales Invoice / Official Receipt	Requesting Party
For Suppliers	
<i>Principal</i>	
1. Government-issued ID (1 Original, 1 Photocopy)	Authorized Representative as issued by appropriate government agency
2. Sales Invoice / Official Receipt	Requesting Party
<i>Representative</i>	
1. Authorization Letter signed by the Principal	Requesting Party
2. Government-issued ID (1 Original, 1 Photocopy)	Authorized Representative as issued by appropriate government agency
3. Sales Invoice / Official Receipt	Requesting Party
Common Stakeholder Check	
<i>Principal</i>	
1. Government-issued ID (1 Original, 1 Photocopy)	Requesting Party as issued by appropriate government agency
<i>Representative</i>	
1. Authorization Letter signed by the Principal	Principal
2. Government-issued ID (1 Original, 1 Photocopy)	Authorized Representative as issued by appropriate government agency
3. Government-issued ID of the Principal (1 Photocopy)	Principal as issued by appropriate government agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to and request the check at Window 1 of UP	1.1 Receive details, retrieve	None	5 Minutes	Acting Chief SCO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
System Cash Office (SCO), System Finance and Administration Building, Magsaysay Avenue, UP Diliman, Quezon City.	check, and call requesting party.			
2. Present documents.	2.1 Verify/validate documents and ask requesting party to sign the Disbursement Voucher and Check Register	None	4 Minutes	<i>Acting Chief SCO</i>
3. Sign DV and Check Register.	3.1 Verify/validate details provided by the client.	None	3 Minutes	<i>Acting Chief SCO</i>
4. Receive check.	4.1 Release check and instruct client to double check details in the check before leaving.	None	3 Minutes	<i>Acting Chief SCO</i>
TOTAL		None	15 Minutes	



SYSTEM CASH OFFICE INTERNAL SERVICES

1. REQUEST FOR RELEASE OF CHECK

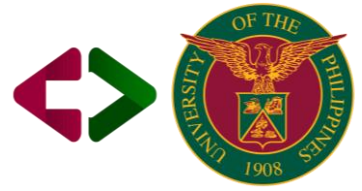
This service allows the client to receive the check issued to them or their organization.

Office or Division	System Cash Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration and Constituent Units UP Employees, ICS, and JO Workers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal	
1. Government-issued ID (1 Original, 1 Photocopy)	Requesting Party as issued by appropriate government agency
Representative	
1. Authorization Letter signed by the Principal	Principal
2. Government-issued ID (1 Original, 1 Photocopy)	Authorized Representative as issued by appropriate government agency
3. Government-issued ID of the Principal (1 Photocopy)	Principal as issued by appropriate government agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to and request the check at Window 1 of UP System Cash Office (SCO), System Finance and Administration Building, Magsaysay Avenue, UP Diliman, Quezon City.	1.1 Receive details, retrieve check, and call requesting party.	None	5 Minutes	<i>Acting Chief SCO</i>
2. Present documents.	2.1 Verify/validate documents and ask requesting party to sign the Disbursement Voucher and Check Register	None	4 Minutes	<i>Acting Chief SCO</i>
3. Sign DV and Check Register.	3.1 Verify/validate details provided by the client.	None	3 Minutes	<i>Acting Chief SCO</i>
4. Receive check.	4.1 Release check and instruct client	None	3 Minutes	<i>Acting Chief SCO</i>

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	to double check details in the check before leaving.			
TOTAL		None	15 Minutes	



**SYSTEM HUMAN RESOURCE DEVELOPMENT
OFFICE
EXTERNAL SERVICES**

1. REQUEST FOR CERTIFICATE OF EMPLOYMENT FOR FORMER UPSA EMPLOYEES

This service allows former UPSA employees to request a certificate of employment.

Office or Division	System Human Resource Development Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Former UPSA Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter (1 Physical Copy or 1 Digital Copy)	Requesting Party
2. Government-issued ID (1 Original or 1 Digital Copy)	Requesting Party as issued by an authorized government agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request via email at hrdo.upsystem@up.edu.ph or submit a letter at SHRDO, System Finance and Administration Building, Magsaysay Avenue, UP Diliman, Quezon City.	1.1 Receive the request and check the submission.	None	5 Minutes	Senior Personnel Specialist SHRDO
	1.2 Draft Certificate of Employment for signature of the Director.	None	1 Hour	Senior Personnel Specialist SHRDO
	1.3 Review and sign document,	None	5 Minutes	Director SHRDO
2. Receive certificate.	2.1 Release the duly signed certificate.	None	5 Minutes	Senior Personnel Specialist SHRDO
TOTAL		None	1 Hour, 15 Minutes	

2. REQUEST FOR CERTIFICATE OF LEAVE CREDITS AND CERTIFICATE OF LEAVE WITH/WITHOUT PAY

This service allows former UPSA employees to request for Certificate of Leave Credits and Certificate of Leave With/Without Pay.

Office or Division	System Human Resource Development Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Former UPSA Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter (1 Physical Copy or 1 Digital Copy)	Requesting Party
2. Government-issued ID (1 Original or 1 Digital Copy)	Requesting Party as issued by an authorized government agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request via email at hrdo.upsystem@up.edu.ph or submit a letter to SHRDO, System Finance and Administration Building, Magsaysay Avenue, UP Diliman, Quezon City.	1.1 Receive the request and check the submission.	None	5 Minutes	Senior Personnel Specialist SHRDO
	1.2 Draft CLC/CLWOP for signature of the Director.	None	1 Day	Senior Personnel Specialist SHRDO
	1.3 Review and sign document,	None	5 Minutes	Director SHRDO
2. Receive certificate.	2.1 Release the duly signed certificate.	None	5 Minutes	Senior Personnel Specialist SHRDO
TOTAL		None	1 Day, 15 Minutes	

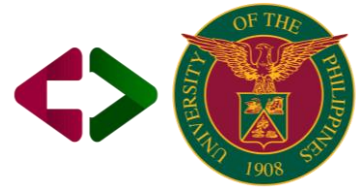
3. REQUEST FOR SERVICE RECORD FOR FORMER UPSA EMPLOYEES

This service allows former UPSA Employees to request for their Service Record.

Office or Division	System Human Resource Development Office
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Former UPSA Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter (1 Physical Copy or 1 Digital Copy)	Requesting Party
2. Government-issued ID (1 Original or 1 Digital Copy)	Requesting Party as issued by an authorized government agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request via email at hrdo.upsystem@up.edu.ph or submit letter at SHRDO, System Finance and Administration Building, Magsaysay Avenue, UP Diliman, Quezon City.	1.1 Receive the request and check the submission.	None	5 Minutes	Senior Personnel Specialist SHRDO
	1.2 Draft Service Record for signature of the Director.	None	15 Days	Senior Personnel Specialist SHRDO
	1.3 Review and sign the document.	None	10 Minutes	Director SHRDO
2. Receive Service Record.	2.1 Release the duly signed Service Record.	None	5 Minutes	Senior Personnel Specialist SHRDO
TOTAL		None	15 Days, 20 Minutes	



**SYSTEM HUMAN RESOURCE
DEVELOPMENT OFFICE
INTERNAL SERVICES**

1. APPLICATION FOR ONE-TIME GRANT FOR FINISHING A DEGREE

This service allows an UPSA Employee to request a certification allowing them to request the release of a one-time grant after finishing a degree.

Office or Division	System Human Resource Development Office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	All UP System Administration Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter (1 Physical Copy or 1 Digital Copy)	Requesting Party
2. Proof of Completion (1 Original or 1 Digital Copy)	Requesting Party as issued by a degree-granting organization

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request via email (hrdo.upsystem@up.edu.ph), Document Routing System (DRS), or send a hard copy to SHRDO located at the System Finance and Administration Building, Magsaysay Avenue, UP Diliman, Quezon City.	1.1 Receive the request and check the submission.	None	5 Minutes	<i>Senior Personnel Specialist SHRDO</i>
	1.2 Verify and validate the request and the supporting documents.	None	10 Minutes	<i>Administrative Officer III SHRDO</i>
	1.3 Review and endorse the request to the UPSA PRAISE Committee.	None	15 Minutes	<i>Director SHRDO</i>
	1.4 Review request and notice of approval or disapproval.	None	6 Days	<i>UPSA PRAISE Committee through</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Director</i> SHRDO
2. Receive decision.	2.1 Release the decision.	None	5 Minutes	<i>Senior Personnel Specialist</i> SHRDO
TOTAL		None	6 Days, 35 Minutes	

2. APPLICATION FOR PRIVILEGE TO STUDY AT REDUCED FEES

This service allows UPSA Employees enrolled in academic UP Units to apply for a privilege to study at reduced fees.

Office or Division	System Human Resource Development Office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	All UP System Administration Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form (1 Physical Copy or 1 Digital Copy) <i>As applicable</i>	System Human Resource Development Office
2. UP Form 5/5A (1 Original or 1 Digital Copy)	Requesting Party's respective Office of University Registrar
3. Copy of Grades (1 Original or 1 Digital Copy)	Requesting Party
4. Letter of Late Application (1 Original or 1 Digital Copy)	Requesting Party
5. Proof of Enrolment (1 Original or 1 Digital Copy)	Requesting Party's respective Office of University Registrar or Academic Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request via email (hrdo.upsystem@up.edu.ph), Document Routing System (DRS), or send a hard copy to SHRDO located at the System Finance and Administration Building, Magsaysay Avenue, UP Diliman, Quezon City.	1.1 Receive the request and check the submission.	None	5 Minutes	Senior Personnel Specialist SHRDO
	1.2 Verify and validate the request and the supporting documents.	None	20 Minutes	Senior Personnel Specialist SHRDO
	1.3 Review and endorse request	None	10 Minutes	Director SHRDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	to the appropriate Vice President office.			
	1.4 Receive request, review, provide decision, and endorse to appropriate office.	None	3 Days	<i>VP for Administration</i> <i>OVPA (for Administrative staff)</i> <i>VP for Academic Affairs</i> <i>OVPA (for REPS)</i>
Additional step If number of units is more than 18 units				
	1.5 Receive request, review, provide decision and refer back to SHRDO.	None	3 Days	<i>President</i> <i>OP</i>
2. Receive certificate	2.1 Release the duly approved certificate.	None	5 Minutes	<i>Senior Personnel Specialist</i> <i>SHRDO</i>
TOTAL (18 units and below)		None	3 Days, 40 Minutes	
TOTAL (more than 18 units)		None	6 Days, 40 Minutes	

3. APPLICATION FOR REGULAR AND SPECIAL MONETIZATION

This service allows UPSA Employees for the monetization of their leave credits, subject to guidelines set by the office during the call for applications.

Office or Division	System Human Resource Development Office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	All UP System Administration Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for Leave Form (1 Physical Copy or 1 Digital Copy) <i>As applicable (only during the 2nd call for monetization)</i>	System Human Resource Development Office
2. Supporting documents such as medical bills, medical certificate, and billing request for child support, as applicable.	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished leave form, endorsed by the Unit Head, with supporting documents via email (hrdo.upsystem@up.edu.ph), Document Routing System (DRS), or hard copy at SHRDO, System Finance and Administration Building, Magsaysay Avenue, UP Diliman, Quezon City.	1.1 Receive the request and check the submission. Note: Monetization requests are processed in bulk, following the call for application issued by the office.	None	10 Minutes	Senior Personnel Specialist SHRDO
	1.2 Verify and validate the request and the supporting documents.	None	4 Days	Senior Personnel Specialist SHRDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Sign Box 7A of the Leave form and endorse it to Office of the Vice President for Administration for approval.	None	1 Hour	<i>Administrative Officer III</i> SHRDO
	1.4 Receive monetization reports and leave forms and approve requests.	None	4 Hours	<i>VP for Administration</i> OVPA
	1.5 Receive a signed documents and endorsed to UP System Accounting Office (SAO).	None	5 Minutes	<i>Senior Personnel Specialist</i> SHRDO
	1.6 Receive report and process for payment by preparing Disbursement Voucher/s for release of System Cash Office (SCO).	None	3 Days	<i>Director</i> SAO
2. Receive payment.	2.1 Receive the DV from SAO and process thru RDA payment.	None	1 Hour	<i>Acting Chief</i> SCO
TOTAL		None	7 Days, 6 Hours, 15 Minutes	

4. APPLICATION FOR TRAVEL AUTHORITY AND TRAVEL ORDER

This service allows UPSA Employees to request Travel Authority (for international travel, personal or official) or Travel Order (for local travel, official only).

Office or Division	System Human Resource Development Office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	All UP System Administration Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Travel Order (Official Local Travel)	
1. Letter Request endorsed by Unit Head (1 Digital Copy)	Requesting Party
2. Invitation or Concept Note (1 Digital Copy)	Organizing Institution
Travel Authority (Official International Travel)	
1. Letter Request endorsed by Unit Head (1 Digital Copy)	Requesting Party
2. Invitation or Concept Note	Organizing Institution
Travel Authority (Personal International Travel)	
1. Letter Request endorsed by Unit Head (1 Digital Copy)	Requesting Party
2. Application for Leave Form (1 Digital Copy)	System Human Resource Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via Document Routing System (DRS).	1.1 Receive the request and check the submission.	None	5 Minutes	<i>Administrative Officer III SHRDO</i>
	1.2 Verify and validate the request and the supporting documents.	None	1 Hour	<i>Administrative Officer III SHRDO</i>
	1.3 Clear personnel.	None	1 Minute	<i>Director SHRDO</i>
	1.4 Forward to the appropriate office for preparation of the travel order or travel authority.	None	1 Hour	<i>Administrative Officer III SHRDO</i>
	1.5 Issue Travel Authority or Travel Order and send it to SHRDO.	None	1 Day	<i>VP for Administration</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVPA (for Administrative Staff) VP for Academic Affairs OVPAA (for REPS)
2. Receive signed Travel Order or Travel Authority.	2. Issue travel document to requesting party.	None	1 Hour	<i>Administrative Officer III</i> SHRDO
TOTAL		None	1 Day, 3 Hours, 6 Minutes	

5. REQUEST FOR APPROVAL OF EXPANDED EHOPE PROGRAM APPLICATION

This service allows UPSA Employees to request financial assistance for their medical expenses incurred as a result of their hospitalization. The granting of the financial assistance is based on the Guidelines of the Expanded eHOPE Program.

Office or Division	System Human Resource Development Office
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	All UP System Administration Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Expanded eHOPE Application Form (1 Original or 1 Digital Copy)	System Human Resource Development Office
2. Medical Abstract/Certificate (1 Original or 1 Digital Copy)	Requesting Party's Medical Service Provider
3. Statement of Account with PhilHealth and other insurance deductions (1 Original or 1 Digital Copy)	Requesting Party's Medical Service Provider
4. Official Receipt if for reimbursement (1 Original or 1 Digital Copy)	Requesting Party's Medical Service Provider
Additional Documents For Hospitalization Confinement	
1. Statement of Account with PhilHealth and other insurance deductions (1 Original or 1 Digital Copy)	Requesting Party's Medical Service Provider
2. Confinement/Admission Order (1 Original or 1 Digital Copy)	Requesting Party's Medical Service Provider
3. Doctor's Order/Certificate for Pre-operation/pre-confinement Procedure (1 Original or 1 Digital Copy)	Requesting Party's Medical Service Provider
4. Discharge Order (1 Original or 1 Digital Copy)	Requesting Party's Medical Service Provider
Additional Documents For Outpatient Medical Procedure	
1. Doctor's Order/Treatment Protocol (1 Original or 1 Digital Copy)	Requesting Party's Medical Service Provider
2. Doctor's Order/Certificate for Pre-operation/pre-confinement Procedure (1 Original or 1 Digital Copy)	Requesting Party's Medical Service Provider
3. Discharge Order (1 Original or 1 Digital Copy)	Requesting Party's Medical Service Provider
Additional Documents For Medical Treatment	

1. Doctor's Order/Treatment Protocol (1 Original or 1 Digital Copy)	Requesting Party's Medical Service Provider
2. Treatment Schedule (1 Original or 1 Digital Copy)	Requesting Party's Medical Service Provider

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request via email (hrdo.upsystem@up.edu.ph), Document Routing System (DRS), or send hard copy at SHRDO, System Finance and Administration Building, Magsaysay Avenue, UP Diliman, Quezon City.	1.1 Review submission and check completeness of documents.	None	1 Minute	<i>Senior Personnel Specialist SHRDO</i>
	1.2 Verify and validate the request and the supporting documents. Note: Bulk processing.	None	10 Days	<i>Senior Personnel Specialist SHRDO</i>
	1.3 Refer summary of submission/s to University Health Service (UHS).	None	5 Days	<i>Director UHS</i>
	1.4 Deliberate on Expanded eHOPE applications.	None	12 Days	<i>Chairperson Expanded eHOPE Committee</i>
2. Receive decision of the Expanded eHOPE Committee.	2.1 Issue decision of Expanded eHOPE Committee.	None	1 Day	<i>Senior Personnel Specialist SHRDO</i>
TOTAL		None	28 Days, 1 Minute	

6. REQUEST FOR BORROWING OF 201 DOCUMENTS/FILES

This service allows UPSA Employees to borrow their 201 documents/files.

Office or Division	System Human Resource Development Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	All UP System Administration Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 201 Borrower's Form	System Human Resource Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request via email (hrdo.upsystem@up.edu.ph), Document Routing System (DRS), or send hard copy at SHRDO, System Finance and Administration Building, Magsaysay Avenue, UP Diliman, Quezon City.	1.1 Review submission and check completeness of documents.	None	5 Minutes	Senior Personnel Specialist SHRDO
	1.2 Process request.	None	10 Minutes	Senior Personnel Specialist SHRDO
2. Receive requested 201 Files.	2.1 Retrieve the requested 201 files and release to client.	None	30 Minutes	Senior Personnel Specialist SHRDO
3. Return 201 Files and sign the return field of the borrower's form.	3.1 Receive returned 201 Files and return to designated storage.	None	40 Minutes	Senior Personnel Specialist SHRDO
TOTAL		None	1 Hour, 25 Minutes	

7. REQUEST FOR CERTIFICATE OF EMPLOYMENT (COE) FOR ACTIVE UPSA EMPLOYEES

This allows active UPSA Employees to request for their Certificate of Employment.

Office or Division	System Human Resource Development Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	All UP System Administration Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File request via Personnel Unified Systems Outlook (PUSO).	1.1 Check request filed in PUSO.	None	5 Minutes	<i>Senior Personnel Specialist</i> SHRDO
	1.2 Draft Certificate of Employment for signature of the Director.	None	1 Hour	<i>Senior Personnel Specialist</i> SHRDO
	1.3 Review and sign document.	None	5 Minutes	<i>Director</i> SHRDO
2. Receive signed certificate.	2.1 Release the duly signed certificate.	None	5 Minutes	<i>Senior Personnel Specialist</i> SHRDO
TOTAL		None	1 Hour, 15 Minutes	

8. REQUEST FOR CERTIFICATE OF EMPLOYMENT WITH COMPENSATION (CEC) FOR ACTIVE UPSA EMPLOYEES

This service allows active UPSA Employees their Certificate of Employment with Compensation.

Office or Division	System Human Resource Development Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	All UP System Administration Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File request via Personnel Unified Systems Outlook (PUSO).	1.1 Check request filed in PUSO.	None	5 Minutes	<i>Senior Personnel Specialist</i> SHRDO
	1.2 Draft Certificate of Employment with Compensation for signature of the Director.	None	1 Hour	<i>Senior Personnel Specialist</i> SHRDO
	1.3 Review and sign document.	None	5 Minutes	<i>Director</i> SHRDO
2. Receive signed certificate.	2.1 Release the duly signed certificate.	None	5 Minutes	<i>Senior Personnel Specialist</i> SHRDO
TOTAL		None	1 Hour, 15 Minutes	

9. REQUEST FOR CERTIFICATE OF LEAVE CREDITS AND CERTIFICATE OF LEAVE WITH/WITHOUT PAY (CLC/CLWOP) FOR ACTIVE UPSA EMPLOYEES

This allows active UPSA Employees to request their Certificate of Leave Credits and Certificate of Leave with/without Pay.

Office or Division	System Human Resource Development Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	All UP System Administration Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File request via Personnel Unified Systems Outlook (PUSO).	1.1 Check request filed in PUSO.	None	5 Minutes	<i>Senior Personnel Specialist</i> SHRDO
	1.2 Draft Certificate of Leave Credits (CLC) and Certificate of Leave with/without Pay (CLWOP) for signature of the Director.	None	1 Hour	<i>Senior Personnel Specialist</i> SHRDO
	1.3 Review and sign document.	None	5 Minutes	<i>Director</i> SHRDO
2. Receive signed certificate.	2.1 Release the duly signed certificate.	None	5 Minutes	<i>Senior Personnel Specialist</i> SHRDO
TOTAL		None	1 Hour, 15 Minutes	

10. REQUEST FOR CERTIFICATE OF NO PENDING CASE (CNPAC) FOR ACTIVE UPSA EMPLOYEES

This service allows active UPSA Employees to request Certificate of No Pending Case cleared by the SHRDO and the Office of the Vice President for Legal Affairs.

Office or Division	System Human Resource Development Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	All UP System Administration Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File request via Personnel Unified Systems Outlook (PUSO).	1.1 Check request filed in PUSO.	None	5 Minutes	Senior Personnel Specialist SHRDO
	1.2 Draft Certificate of No Pending Case (CNPAC) for signature of the Director.	None	1 Hour	Senior Personnel Specialist SHRDO
	1.3 Review and sign document and transmit to the UP Office of the Vice President for Legal Affairs.	None	30 Minutes	Director SHRDO
	1.4 Verify certification, sign, and return to SHRDO.	None	2 Days	VP for Legal Affairs OVPLA
2. Receive signed certificate.	2.1 Release the duly signed certificate.	None	5 Minutes	Senior Personnel Specialist SHRDO
TOTAL		None	2 Days, 1 Hour, 40 Minutes	

11. REQUEST FOR CHANGE OF NAME AND/OR STATUS

This service allows active UPSA Employees who have recently had their name and/or status changed as a result of marriage or correction to have their name or status changed in the official records of the University.

Office or Division	System Human Resource Development Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	All UP System Administration Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter endorsed by Unit Head	Requesting Party
2. Proof of Change of Name or Status (i.e. Marriage Certificate, Birth Certificate, etc.)	Requesting Party as issued by appropriate government agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request via email (hrdo.upsystem@up.edu.ph), Document Routing System (DRS), or send hard copy at SHRDO, System Finance and Administration Building, Magsaysay Avenue, UP Diliman, Quezon City.	1.1 Review submission and check completeness of documents.	None	5 Minutes	Senior Personnel Specialist SHRDO
	1.2 Verify and validate the request and the supporting documents.	None	2 Hours	Senior Personnel Specialist SHRDO
	1.3 Prepare Notice of Change of Name/Status.	None	10 Minutes	Senior Personnel Specialist SHRDO
	1.4 Sign Notice.	None	5 Minutes	Director SHRDO
2. Receive the Notice of Change of Name/Status.	2.1 Release to requesting party and other	None	10 Minutes	Senior Personnel Specialist

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	identified concerned offices.			SHRDO
TOTAL		None	2 Hours, 40 Minutes	

12. REQUEST FOR OFFICIAL UP ID

This service allows newly hired UPSA Employees to request for official UP ID.

Office or Division	System Human Resource Development Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	All UP System Administration Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 1x1 Photo (1 Digital Copy)	Requesting Party
2. Information Sharing Consent Form (1 Digital Copy)	System Human Resource Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File request via the UP ID Request Form .	1.1 Receive request from the Form. Note: Requests are processed in batches.	None	5 Minutes	<i>Administrative Officer III</i> SHRDO
	1.2 Review submission for transmittal to service provider.	None	1 Day	<i>Administrative Officer III</i> SHRDO
	1.3 Monitor supplier's progress and receive printed UP ID.	None	15 Days	<i>Administrative Officer III</i> SHRDO
2. Receive UP ID.	2.1 Release UP ID to the requesting party.	None	5 Minutes	<i>Senior Personnel Specialist</i> SHRDO
TOTAL		None	16 Days, 15 Minutes	

13. REQUEST FOR PERMISSION TO ENGAGE IN LIMITED PRACTICE OF PROFESSION (PELPP)

This service allows Administrative Staff from UPSA to seek permission to be allowed to engage in Limited Practice of Profession.

Office or Division	System Human Resource Development Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	All UP System Administration Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. PELPP Form (1 Original or 1 Digital Copy)	System Human Resource Development Office
2. Supporting Document (1 Original or 1 Digital Copy) Note: Any official document that provides context or background on the work to be undertaken.	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request via email (hrdo.upsystem@up.edu.ph), Document Routing System (DRS), or send hard copy at SHRDO, System Finance and Administration Building, Magsaysay Avenue, UP Diliman, Quezon City.	1.1 Review submission and initiate routing of clearance through various offices.	None	1 Minute	Senior Personnel Specialist SHRDO
	1.2 Verify and validate the request and the supporting documents.	None	1 Day	Senior Personnel Specialist SHRDO
	1.3 Review request and endorse to Vice President for Administration	None	10 Minutes	Director SHRDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Provide action on the document and return to SHRDO.	None	1 Day	<i>VP for Administration</i> OVPA
2. Receive the signed PELPP form.	2.1 Release the signed documents to the requesting party.	None	1 Minute	<i>Senior Personnel Specialist</i> SHRDO
TOTAL		None	2 Days, 12 Minutes	

14. REQUEST FOR PROCESSING OF BASIC PAPER FOR ADDITIONAL ASSIGNMENT

This service allows the UPSA units to request the processing of the Basic Paper of identified staff to be appointed with additional assignment through the Personnel Unified Systems Outlook (PUSO).

Office or Division	System Human Resource Development Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	All UP System Administration Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Justification Letter signed by the unit head	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request via Personnel Unified Systems Outlook (PUSO).	1.1 Review submission and check completeness of documents.	None	1 Hour	Senior Personnel Specialist SHRDO
	1.2 Endorse submission to Director for clearance.	None	5 Minutes	Senior Personnel Specialist SHRDO
	1.3 Clear document for review of System Budget Office (SBO).	None	10 Minutes	Director SHRDO
	1.4 Budget Clear request.	None	3 Days	Director SBO
	1.5 Approve BP (for budget).	None	5 Days	VP for Planning and Finance
	1.6 Approve BP.	None	1 Day	VP for Administration OVPA (for Administrative Staff) or VP for Research and Innovation

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				(OVPRI) for REPS
2. Receive approval and print document.	2.1 Inform requesting party of approval of request.	None	5 Minutes	<i>Senior Personnel Specialist</i> SHRDO
TOTAL		None	9 Days, 1 Hour, 20 Minutes	

15. REQUEST FOR SERVICE RECORDS (SR) FOR ACTIVE UPSA EMPLOYEES

This service allows active UPSA Employees to request for their Service Record.

Office or Division	System Human Resource Development Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	All UP System Administration Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File request via Personnel Unified Systems Outlook (PUSO).	1.1 Check request filed in PUSO.	None	5 Minutes	<i>Senior Personnel Specialist</i> SHRDO
	1.2 Draft Service Records with Compensation for signature of the Director.	None	15 Days	<i>Senior Personnel Specialist</i> SHRDO
	1.3 Review and sign document.	None	10 Minutes	<i>Director</i> SHRDO
2. Receive signed SR.	2.1 Release the duly signed SR.	None	5 Minutes	<i>Senior Personnel Specialist</i> SHRDO
TOTAL		None	15 Days, 20 Minutes	

16. REQUEST FOR UNIVERSITY CLEARANCE FOR EXITING UPSA EMPLOYEES

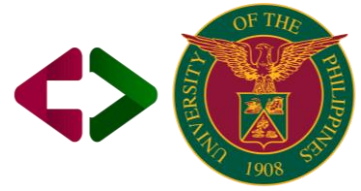
This allows separating UPSA Employees to request for the processing of their University Clearance.

Office or Division	System Human Resource Development Office
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	All UP System Administration Employees (Retiring or Resigning)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Resigning Employees	
1. Resignation Letter approved by Vice President of the cluster (1 Original or 1 Digital Copy)	Requesting Party
2. Statement of Assets, Liabilities, and Net Worth (1 Original or 1 Digital Copy)	System Human Resource Development Office
3. Application for Leave Form (if availing commutation of accumulated leave credits (1 Original or 1 Digital Copy)	System Human Resource Development Office
For Retiring Employees	
1. Retirement Forms (1 Original or 1 Digital Copy)	System Human Resource Development Office
2. Statement of Assets, Liabilities, and Net Worth (1 Original or 1 Digital Copy)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to SHRDO via email at hrdo.upsystem@up.edu.ph or at SHRDO, System Finance and Administration Building (SFAB), Magsaysay Avenue, UP Diliman, Quezon City.	1.1 Review submission and initiate routing of clearance through various offices.	None	5 Minutes	<i>Senior Personnel Specialist</i> SHRDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Route and monitor the clearance process.	None	19 Days	<i>Senior Personnel Specialist</i> SHRDO
	1.3 Accomplish the University Clearance Form and draft Certificate of Clearance.	None	1 Hour	<i>Senior Personnel Specialist</i> SHRDO
	1.4 Sign the documents.	None	1 Minute	<i>Director</i> SHRDO
2. Receive certificate and university clearance.	2.1 Release the signed documents to the requesting party and the System Accounting Office	None	1 Minute	<i>Senior Personnel Specialist</i> SHRDO
TOTAL		None	19 Days, 1 Hour, 7 Minutes	



**UP SYSTEM SUPPLY AND PROPERTY
MANAGEMENT OFFICE
INTERNAL SERVICES**

1. REQUEST FOR INSPECTION OF PROCURED GOODS AND SERVICES AND PROPERTY TAGGING OF EQUIPMENT AND SEMI-EXPENDIBLE ITEMS

This service allows clients to request inspection of procured goods and services, and as necessary, the issuance of Property Acknowledgement Receipt (PAR) or Inventory Custodian Slip (ICS).

Office or Division	System Supply and Property Management Office (SSPMO)
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Signed printed Disbursement Voucher (1 Copy)	Requesting Party through BULSA
2. Delivery Receipt (1 Original Copy)	Supplier
3. Sales Invoice / Official Receipt (1 Original Copy)	Supplier
If procured goods/services are processed through procurement	
1. Complete Procurement Documents	Procurement Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to SSPMO Receiving Window, SFAB, Magsaysay Avenue, UP Diliman, Quezon City.	1.1 Prepare the Inspection and Acceptance Report (IAR) form.	None	1 Hour	<i>Acting Chief SSPMO</i>
	1.2 Inspect the completeness of the delivery, and the compliance to specifications in PO.	None	3 Hours	<i>Acting Chief SSPMO</i>
	1.3 Encode to SSPMO database the significant details of the IAR.	None	1 Hour	<i>Acting Chief SSPMO</i>
	1.4 Endorse to end-user for acceptance.	None	2 Hours	<i>Acting Chief SSPMO</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Accept the goods inspected and receive Property Acknowledgement Receipt (PAR) or Inventory Custodian Slip (ICS)/	2.1 Issue PAR or ICS.	None	1 Hour	<i>Acting Chief SSPMO</i>
TOTAL		None	1 Day	

2. REQUEST FOR ISSUANCE OF COMMON-USE SUPPLIES AND EQUIPMENT AVAILABLE IN DBM-PROCUREMENT SERVICE THROUGH UPS CENTRAL STOREROOM

This service allows clients to request common-use supplies and equipment readily available in the UP System Central Storeroom.

Office or Division	System Supply and Property Management Office (SSPMO)
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPSA Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Signed Requisition Issue Slip (1 Original Copy)	Requesting Party
2. Signed printed Disbursement Voucher (1 Copy)	Requesting Party through BULSA
Note: Only RIS is needed to initiate the service. Disbursement Voucher is required for the release of the items.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to SSPMO Receiving Window, SFAB, Magsaysay Avenue, UP Diliman, Quezon City.	1.1 Review submission, annotate RIS with prices and availability of items requested, and return to the requesting party.	None	4 Hours	<i>Acting Chief SSPMO</i>
2. Receive RIS, and process payment via BULSA.	2.1 Prepare and issue Obligation Request (ObR) or Budget Utilization Request (BUR) via BULSA.	None	4 Hours	<i>Acting Chief SSPMO</i>
	2.2 Prepare and issue Disbursement Voucher (DV) via BULSA.	None	1 Day	<i>Acting Chief SSPMO</i>
3. Print DV generated from BULSA and submit it, together	3.1 Issue requested supplies or equipment, with	None	1 Day	<i>Storeroom Keeper SSPMO</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
with the RIS to SSPMO.	Property Accountability Receipt (PAR) or Inventory Custodian Slip (ICS) as necessary.			
TOTAL		None	3 Days	

3. REQUEST FOR REGISTRATION (DISPOSAL) OF UNSERVICEABLE PROPERTIES

This service allows clients to the authorized disposal of unserviceable properties.

Office or Division	System Supply and Property Management Office (SSPMO)
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPSA Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Inspection and Inventory Report of Unserviceable Properties (IIRUP)	SSPMO Receiving Window, SFAB, Magsaysay Avenue, UP Diliman
2. Property Accountability Receipt (PAR) or Inventory Custodian Slip (ICS) of identified equipment (1 Original Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to SSPMO Receiving Window, SFAB, Magsaysay Avenue, UP Diliman, Quezon City.	1.1 Receive request and conduct inspection or assess condition of the properties to be condemned.	None	1 Hour	<i>Acting Chief SSPMO</i>
	1.2 Prepare a report and transmit to the SSPMO Director for action.	None	1 Hour	<i>Acting Chief SSPMO</i>
	1.3 Decide whether to dispose or salvage the items. Sign report.	None	1 Hour	<i>Acting Chief SSPMO</i>
	1.4 Transmit a signed report to the requesting party.	None	5 Hours	<i>Acting Chief SSPMO</i>
2. Receive the signed IIRUP and surrendered condemnable	2.1 Receive items and store in SSPMO Warehouse.	None	1 Day	<i>Acting Chief SSPMO</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
property to SSPMO.				
TOTAL		None	2 Days	

OFFICE OF THE VICE PRESIDENT FOR DEVELOPMENT INTERNAL SERVICES

1. REQUEST FOR CONDITION ASSESSMENT

This service allows the transacting client to request for the conductance of a technical review and analysis of any major building issues, concerns, identified defects and problems of their facility.

A request is considered at all times highly technical for it usually requires a highly competent inspector based on the nature of the issue, concern, identified defects, and problems. Requests under this transaction include filling up the office standard digital form in order for the request to be logged in the database. There will also be instances that in order to fully complete the assessment, conduct of activities might need the involvement of capable personnel and teams from within the organization, or outsourced specialty service providers or contractors.

Office or Division	Office of the Vice President for Development - Facilities Management Program
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request or Accomplished Online Request Form	OVPD - FM
2. Photos of Facility to be Assessed	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via email at ovpd_fm@up.edu.ph or answer the online request form.	1.1 Receive, log, and acknowledge request.	None	1 Day	<i>Assistant Vice President OVPD</i>
	1.2 Validate request details	None	1 Day	<i>Assistant Vice President OVPD</i>
	1.3 Coordinate with other concerned offices for needed information for the facility.	None	3 Days	<i>Assistant Vice President OVPD</i>
	1.4 Verify request details and schedule site inspection.			<i>Assistant Vice President OVPD</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Allow access to the facility for inspection.	2.1 Conduct condition assessment.	None	2 Days	<i>Assistant Vice President OVPD</i>
	2.2 Prepare Condition Assessment Report.	None	5 Days	<i>Assistant Vice President OVPD</i>
	2.3 Review Preliminary Reports, revise, and finalize report.	None	5 Days	<i>Assistant Vice President OVPD</i>
	2.4 Sign report.	None	1 Day	<i>Assistant Vice President OVPD</i>
3. Receive report via DRS.	3.1 Transmit signed report via DRS.	None	1 Day	<i>Assistant Vice President OVPD</i>
TOTAL		None	20 Days	

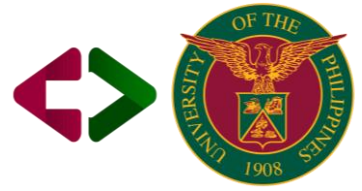
2. REQUEST FOR FACILITIES MANAGEMENT TRAINING

This service allows the transacting client to request for a variety of facilities management training, seminar, and workshop that their office may be requiring and for their capacity building.

Office or Division	Office of the Vice President for Development - Facilities Management Program
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request or Accomplished Online Request Form	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the online request form.	1.1 Acknowledge receipt of request and log the request in the database.	None	1 Day	<i>Assistant Vice President OVPD</i>
	1.2 Coordinate with the requesting party for the final schedule.	None	3 Days	<i>Assistant Vice President OVPD</i>
2. Receive confirmation.	2. Send confirmation of training schedule.	None	1 Day	<i>Assistant Vice President OVPD</i>
TOTAL		None	5 Days	



**OFFICE OF DESIGN AND PLANNING
INITIATIVES
EXTERNAL SERVICES**

1. REQUEST FOR INITIATION OF PREPARATION OF SCHEMATIC DESIGN DOCUMENTS

The service facilitates the preparation of design concepts, initial space planning and line drawings leading to a recommended solution, based on requirements by the client.

Office or Division	Office of the Vice President for Development
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	Government Offices / Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request addressed to the Vice President for Development	Requesting Party
2. Completed End User Requirements Form with the following information provided: a. Name of UP Unit / Department / College b. Name of End User signatory c. Designation of signatory d. Site location / address e. Total number of occupants f. Areas / rooms needed g. Number of areas / rooms needed h. Number of occupants per room / area i. Furniture needed per room / area Note: To be submitted after the consultation meeting with OVPD.	OVPD-ODPI
3. Official Receipt / Sales Invoice for Paid Downpayment Fee	System Cash Office, SFAB, Magsaysay Avenue, UP Diliman

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request letter to OVPD via ovpd@up.edu.ph .	1.1 Receive letter request.	None	15 Minutes	<i>Administrative Officer V</i> OVPD
	1.2 Assess request and invite requesting party for an initial meeting.	None	3 Days	<i>AVP for Development</i> OVPD

	Conduct initial meeting ODPI at OVPD Office, Quezon Hall			
2. Attend the meeting.	2.1 Attend the meeting, discuss the requesting party's requirement, and approve or disapprove the request.	None	1 Day	<i>AVP for Development OVPD</i>
TOTAL (if disapproved)		None	4 Days, 15 Minutes	
	2.2 Send billing statement / invoice for downpayment fee and the End-User Requirements Form.	None	1 Day	<i>Director ODPI</i>
3. Pay down payment fee at System Cash Office (SCO) at SFAB, Magsaysay Avenue, UP Diliman.	3.1 Receive payment and issue Official Receipt / Sales Invoice.	See Table of Down Payment Fees below.	15 Minutes	<i>Acting Chief SCO</i>
4. Send a copy of Official Receipt and the completely filled-out End-User Requirements Form.	4.1 Confirm receipt of payment and form.	None	1 Day	<i>Administrative Officer V OVPD</i>
	4.2 Review request and assess work needed to address request.	None	3 Days	<i>Director ODPI</i>
5. Receive confirmation email.	5. Notify the requesting party of the initiation of the design process.	None	1 Day	<i>Director ODPI</i>

	Note: Design process averages at 120 days.			
6. Pay schematic design fee at System Cash Office (SCO) at SFAB, Magsaysay Avenue, UP Diliman.	6.1 ODPI completes and submits Schematic Design Drawings to the Client and OVPD.	See Table of Schematic Design Fees below.		
TOTAL		See Tables below.	10 Days, 30 Minutes	

TABLE OF DOWN PAYMENT FEES

ARCHITECTURAL DESIGN

For Architectural Design, fees are based on the Architect's Guidelines for Standards of Professional Practice (SPP) Compliances – Methods of Compensation and Schedule of Fees, UAP-IAOPOA Doc. 210, as published in the Official Gazette Vol. 112, No. 38.

For buildings of moderate complexity of plan/design requiring a moderate amount of research and of engineering and allied architectural design. Examples of which are: Civic Centers, Office Buildings, Parks and Open-Air Recreational Facilities, College Buildings, Dormitories, Libraries, Schools, and other buildings of similar nature or use.

Projected Construction Cost (PCC)	Down Payment Fee (10%)
Php 50 million or less	$PCC \times 6\% \times 10\%$
Over Php 50 million to Php 100 million	$(3 \text{ million} + 5\% \text{ of excess of } 50 \text{ million}) \times 10\%$
Over Php 100 million to Php 200 million	$(5.5 \text{ million} + 4\% \text{ of excess of } 100 \text{ million}) \times 10\%$
Over Php 200 million to Php 500 million	$(9.5 \text{ million} + 3\% \text{ of excess of } 200 \text{ million}) \times 10\%$
Over Php 500 million to Php 1 billion	$18.5 \text{ million} + 2\% \text{ of excess of } 500 \text{ million}) \times 10\%$
Over Php 1 billion	$(28.5 \text{ million} + 1\% \text{ of excess of } 1 \text{ billion}) \times 10\%$

For buildings of exceptional character and complexity of plan/design requiring comparatively large amounts of research and of engineering and allied architectural design. Examples of which are: Auditoriums, Convention Facilities, Gymnasiums, Laboratories, Research Facilities, and other buildings of similar nature or use.

Estimated Construction Cost	Down Payment Fee (10%)
Php 50 million or less	$PCC \times 7\% \times 10\%$
Over Php 50 million to Php 100 million	$(3.5 \text{ million} + 6\% \text{ of excess of 50 million}) \times 10\%$
Over Php 100 million to Php 200 million	$(6.5 \text{ million} + 5\% \text{ of excess of 100 million}) \times 10\%$
Over Php 200 million to Php 500 million	$11.5 \text{ million} + 4\% \text{ of excess of 200 million}) \times 10\%$
Over Php 500 million to Php 1 billion	$23.5 \text{ million} + 3\% \text{ of excess of 500 million}) \times 10\%$
Over Php 1 billion	$38.5 \text{ million} + 2\% \text{ of excess of 1 billion}) \times 10\%$

INTERIOR DESIGN

The following fee structure for Interior Design works is based on the Philippine Institute of Interior Designers (PIID) Document 5.

For new structures

Floor Area	Down Payment Fee (10%)
300 square meters or less	$\text{Floor area} \times \text{Php } 1,000.00 \times 10\%$
301 square meters and more	$\text{Floor area} \times \text{Php } 800.00 \times 10\%$

For renovations

Floor Area	Downpayment Fee (10%)
Varies	$\text{Floor area} \times \text{Php } 1,000.00 \times 10\%$

LANDSCAPE ARCHITECTURE

For Landscape Architecture Design, fees are based on the Philippine Association of Landscape Architects (PALA) Document 200 – The Landscape Architect's National Code Technical Standards of Professional Practice.

For landscape developments relating to schools and colleges, parks and urban recreation areas, apartment sites, commercial properties, parking areas, hospital grounds, and public building sites.

Projected Construction Cost (PCC)	Down Payment Fee (10%)
Php 1 million or less	$PCC \times 15\% \times 10\%$
Over Php 1 million to Php 4 million	$PCC \times 12\% \times 10\%$
Over Php 4 million	$PCC \times 9\% \times 10\%$

If the project calls for a new building with interior design and landscape development, the corresponding fees above for each trade must be added to determine the total Design Fee

TABLE OF SCHEMATIC DESIGN FEES

ARCHITECTURAL DESIGN

For Architectural Design, fees are based on the Architect's Guidelines for Standards of Professional Practice (SPP) Compliances – Methods of Compensation and Schedule of Fees, UAP-IAOPOA Doc. 210, as published in the Official Gazette Vol. 112, No. 38.

For buildings of moderate complexity of plan/design requiring a moderate amount of research and of engineering and allied architectural design. Examples of which are: Civic Centers, Office Buildings, Parks and Open-Air Recreational Facilities, College Buildings, Dormitories, Libraries, Schools, and other buildings of similar nature or use.

Projected Construction Cost (PCC)	Schematic Design Fee (20%)
Php 50 million or less	$PCC \times 6\% \times 30\%$
Over Php 50 million to Php 100 million	$(3 \text{ million} + 5\% \text{ of excess of 50 million}) \times 20\%$
Over Php 100 million to Php 200 million	$(5.5 \text{ million} + 4\% \text{ of excess of 100 million}) \times 20\%$
Over Php 200 million to Php 500 million	$(9.5 \text{ million} + 3\% \text{ of excess of 200 million}) \times 20\%$
Over Php 500 million to Php 1 billion	$18.5 \text{ million} + 2\% \text{ of excess of 500 million}) \times 20\%$
Over Php 1 billion	$(28.5 \text{ million} + 1\% \text{ of excess of 1 billion}) \times 20\%$

For buildings of exceptional character and complexity of plan/design requiring comparatively large amounts of research and of engineering and allied architectural design. Examples of which are: Auditoriums, Convention Facilities, Gymnasiums, Laboratories, Research Facilities, and other buildings of similar nature or use.

Estimated Construction Cost	Schematic Design Fee (20%)
Php 50 million or less	$PCC \times 7\% \times 30\%$
Over Php 50 million to Php 100 million	$(3.5 \text{ million} + 6\% \text{ of excess of 50 million}) \times 20\%$
Over Php 100 million to Php 200 million	$(6.5 \text{ million} + 5\% \text{ of excess of 100 million}) \times 20\%$
Over Php 200 million to Php 500 million	$11.5 \text{ million} + 4\% \text{ of excess of 200 million}) \times 20\%$

Estimated Construction Cost	Schematic Design Fee (20%)
Over Php 500 million to Php 1 billion	23.5 million + 3% of excess of 500 million) x 20%
Over Php 1 billion	38.5 million + 2% of excess of 1 billion) x 20%

INTERIOR DESIGN

The following fee structure for Interior Design works is based on the Philippine Institute of Interior Designers (PIID) Document 5.

For new structures

Floor Area	Schematic Design Fee (20%)
300 square meters or less	Floor area x Php 1,000.00 x 30%
301 square meters and more	Floor area x Php 800.00 x 30%

For renovations

Floor Area	Schematic Design Fee (20%)
Varies	Floor area x Php 1,000.00 x 20%

LANDSCAPE ARCHITECTURE

For Landscape Architecture Design, fees are based on the Philippine Association of Landscape Architects (PALA) Document 200 – The Landscape Architect's National Code Technical Standards of Professional Practice.

For landscape developments relating to schools and colleges, parks and urban recreation areas, apartment sites, commercial properties, parking areas, hospital grounds, and public building sites.

Projected Construction Cost (PCC)	Schematic Design Fee (20%)
Php 1 million or less	PCC x 15% x 20%
Over Php 1 million to Php 4 million	PCC x 12% x 20%
Over Php 4 million	PCC x 9% x 20%

If the project calls for a new building with interior design and landscape development, the corresponding fees above for each trade must be added to determine the total Design Fee.

2. REQUEST FOR INITIATION OF DESIGN DEVELOPMENT DRAWINGS

This service involves initiation for the refinement and further development of schematic design proposals previously prepared by the Office of Design and Planning Initiatives (ODPI). It is undertaken when the requesting unit provides feedback or additional inputs on the approved schematic design, requiring revisions, updates, or deeper detailing of the design concept.

Office or Division	Office of Design and Planning Initiatives (ODPI)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	Government Offices / Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request addressed to the Vice President for Development.	Requesting Party
2. Client approved (signed) Schematic Design Documents	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends Letter of Request to the Office of the Vice President for Development at ovpd@up.edu.ph	1.1. OVPD receives Letter of Request.	None	15 Minutes	<i>Administrative Officer V</i> OVPD
	1.2. OVPD to instruct ODPI to proceed with the Design Development Documents.	None	4 Hours	<i>VP for Development</i> OVPD
	1.3 Review request and assess work needed to address request.	None	1 Day	<i>Director</i> ODPI
2. Receive confirmation email.	2.1 Send an email confirmation on the approval or disapproval of the request to initiate the design process.	None	1 Day	<i>Director</i> ODPI
3. Pay design development fee	3.1 3.1 Receive payment and	See Table of	15 Minutes	<i>Acting Chief</i> SCO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
at System Cash Office (SCO) at SFAB, Magsaysay Avenue, UP Diliman.	issue Official Receipt / Sales Invoice.	Design Development Fees below.		
4. Send copy of the Official Receipt to ODPI.	4.1 Receive the document and regularly notify the client of the completion of the request. Note: Preparation of the actual Design Development documents averages at 90 days.	None	3 Hours	Director ODPI
TOTAL		See Table below	2 Days, 7 Hours, 30 Minutes	

TABLE OF DESIGN DEVELOPMENT FEES

ARCHITECTURAL DESIGN

For Architectural Design, fees are based on the Architect's Guidelines for Standards of Professional Practice (SPP) Compliances – Methods of Compensation and Schedule of Fees, UAP-IAOPOA Doc. 210, as published in the Official Gazette Vol. 112, No. 38.

For buildings of moderate complexity of plan/design requiring a moderate amount of research and of engineering and allied architectural design. Examples of which are: Civic Centers, Office Buildings, Parks and Open-Air Recreational Facilities, College Buildings, Dormitories, Libraries, Schools, and other buildings of similar nature or use.

Projected Construction Cost (PCC)	Design Development Fee (30%)
Php 50 million or less	$PCC \times 6\% \times 30\%$
Over Php 50 million to Php 100 million	$(3 \text{ million} + 5\% \text{ of excess of } 50 \text{ million}) \times 30\%$
Over Php 100 million to Php 200 million	$(5.5 \text{ million} + 4\% \text{ of excess of } 100 \text{ million}) \times 30\%$

Over Php 200 million to Php 500 million	$(9.5 \text{ million} + 3\% \text{ of excess of 200 million}) \times 30\%$
Over Php 500 million to Php 1 billion	$18.5 \text{ million} + 2\% \text{ of excess of 500 million}) \times 30\%$
Over Php 1 billion	$(28.5 \text{ million} + 1\% \text{ of excess of 1 billion}) \times 30\%$

For buildings of exceptional character and complexity of plan/design requiring comparatively large amounts of research and of engineering and allied architectural design. Examples of which are: Auditoriums, Convention Facilities, Gymnasiums, Laboratories, Research Facilities, and other buildings of similar nature or use.

Estimated Construction Cost	Design Development Fee (30%)
Php 50 million or less	$\text{PCC} \times 7\% \times 30\%$
Over Php 50 million to Php 100 million	$(3.5 \text{ million} + 6\% \text{ of excess of 50 million}) \times 30\%$
Over Php 100 million to Php 200 million	$(6.5 \text{ million} + 5\% \text{ of excess of 100 million}) \times 30\%$
Over Php 200 million to Php 500 million	$11.5 \text{ million} + 4\% \text{ of excess of 200 million}) \times 30\%$
Over Php 500 million to Php 1 billion	$23.5 \text{ million} + 3\% \text{ of excess of 500 million}) \times 30\%$
Over Php 1 billion	$38.5 \text{ million} + 2\% \text{ of excess of 1 billion}) \times 30\%$

INTERIOR DESIGN

The following fee structure for Interior Design works is based on the Philippine Institute of Interior Designers (PIID) Document 5.

For new structures

Floor Area	Design Development Fee (30%)
300 square meters or less	$\text{Floor area} \times \text{Php } 1,000.00 \times 30\%$
301 square meters and more	$\text{Floor area} \times \text{Php } 800.00 \times 30\%$

For renovations

Floor Area	Design Development Fee (30%)
Varies	$\text{Floor area} \times \text{Php } 1,000.00 \times 30\%$

LANDSCAPE ARCHITECTURE

For Landscape Architecture Design, fees are based on the Philippine Association of Landscape Architects (PALA) Document 200 – The Landscape Architect's National Code Technical Standards of Professional Practice.

For landscape developments relating to schools and colleges, parks and urban recreation areas, apartment sites, commercial properties, parking areas, hospital grounds, and public building sites.

Projected Construction Cost (PCC)	Design Development Fee (30%)
Php 1 million or less	$PCC \times 15\% \times 30\%$
Over Php 1 million to Php 4 million	$PCC \times 12\% \times 20\%$
Over Php 4 million	$PCC \times 9\% \times 30\%$

If the project calls for a new building with interior design and landscape development, the corresponding fees above for each trade must be added to determine the total Design Fee.

3. REQUEST FOR INITIATION OF DETAILED ARCHITECTURAL AND ENGINEERING DESIGN (DAED) DRAWINGS

This service involves the initiation for the refinement and further development of schematic design proposals previously prepared by the Office of Design and Planning Initiatives (ODPI). It is undertaken when the requesting unit provides feedback or additional inputs on the approved schematic design, requiring revisions, updates, or deeper detailing of the design concept.

Office or Division	Office of the Vice President for Development
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	Government Offices / Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request addressed to the Vice President for Development	Requesting Party
2. Client-approved (signed) Design Development Documents	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends Letter of Request to OVPD at ovpd@up.edu.ph	1.1. OVPD receives Letter of Request	None	15 Minutes	<i>Administrative Officer V</i> OVPD
	1.2. OVPD to instruct ODPI to proceed with the DAED Documents	None	4 Hours	<i>VP for Development</i> OVPD
	1.3 Review request and assess work needed to address request.	None	1 Day	<i>Director</i> ODPI
2. Receive confirmation email.	2.1 Send an email confirmation on the approval or disapproval of the request to initiate the design process.	None	1 Day	<i>Director</i> ODPI
3. Pay DAED fee at System Cash Office (SCO) at SFAB, Magsaysay	3.1 3.1 Receive payment and issue Official	See Table of Design Develop	15 Minutes	<i>Acting Chief</i> SCO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Avenue, UP Diliman.	Receipt / Sales Invoice.	ment Fees below.		
4. Send copy of the Official Receipt to ODPI.	4.1 Receive the document and regularly notify the client of the completion of the request. Note: Preparation of the actual Detailed Architectural and Engineering Design averages at 240 days.	None	3 Hours	Director ODPI
TOTAL		See Table below	2 Days, 4 Hours, 15 Minutes	

TABLE OF DAED FEES

ARCHITECTURAL DESIGN

For Architectural Design, fees are based on the Architect's Guidelines for Standards of Professional Practice (SPP) Compliances – Methods of Compensation and Schedule of Fees, UAP-IAOPOA Doc. 210, as published in the Official Gazette Vol. 112, No. 38.

For buildings of moderate complexity of plan/design requiring a moderate amount of research and of engineering and allied architectural design. Examples of which are: Civic Centers, Office Buildings, Parks and Open-Air Recreational Facilities, College Buildings, Dormitories, Libraries, Schools, and other buildings of similar nature or use.

Projected Construction Cost (PCC)	DAED Fee (40%)
Php 50 million or less	$PCC \times 6\% \times 30\%$
Over Php 50 million to Php 100 million	$(3 \text{ million} + 5\% \text{ of excess of } 50 \text{ million}) \times 40\%$
Over Php 100 million to Php 200 million	$(5.5 \text{ million} + 4\% \text{ of excess of } 100 \text{ million}) \times 40\%$
Over Php 200 million to Php 500 million	$(9.5 \text{ million} + 3\% \text{ of excess of } 200 \text{ million}) \times 40\%$

Over Php 500 million to Php 1 billion	$18.5 \text{ million} + 2\% \text{ of excess of } 500 \text{ million}) \times 40\%$
Over Php 1 billion	$(28.5 \text{ million} + 1\% \text{ of excess of } 1 \text{ billion}) \times 40\%$

For buildings of exceptional character and complexity of plan/design requiring comparatively large amounts of research and of engineering and allied architectural design. Examples of which are: Auditoriums, Convention Facilities, Gymnasiums, Laboratories, Research Facilities, and other buildings of similar nature or use.

Estimated Construction Cost	DAED Fee (40%)
Php 50 million or less	$\text{PCC} \times 7\% \times 40\%$
Over Php 50 million to Php 100 million	$(3.5 \text{ million} + 6\% \text{ of excess of } 50 \text{ million}) \times 40\%$
Over Php 100 million to Php 200 million	$(6.5 \text{ million} + 5\% \text{ of excess of } 100 \text{ million}) \times 40\%$
Over Php 200 million to Php 500 million	$11.5 \text{ million} + 4\% \text{ of excess of } 200 \text{ million}) \times 40\%$
Over Php 500 million to Php 1 billion	$23.5 \text{ million} + 3\% \text{ of excess of } 500 \text{ million}) \times 40\%$
Over Php 1 billion	$38.5 \text{ million} + 2\% \text{ of excess of } 1 \text{ billion}) \times 40\%$

INTERIOR DESIGN

The following fee structure for Interior Design works is based on the Philippine Institute of Interior Designers (PIID) Document 5.

For new structures

Floor Area	DAED Fee (40%)
300 square meters or less	$\text{Floor area} \times \text{Php } 1,000.00 \times 40\%$
301 square meters and more	$\text{Floor area} \times \text{Php } 800.00 \times 40\%$

For renovations

Floor Area	DAED Fee (40%)
Varies	$\text{Floor area} \times \text{Php } 1,000.00 \times 40\%$

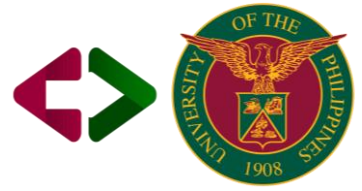
LANDSCAPE ARCHITECTURE

For Landscape Architecture Design, fees are based on the Philippine Association of Landscape Architects (PALA) Document 200 – The Landscape Architect's National Code Technical Standards of Professional Practice.

For landscape developments relating to schools and colleges, parks and urban recreation areas, apartment sites, commercial properties, parking areas, hospital grounds, and public building sites.

Projected Construction Cost (PCC)	DAED Fee (40%)
Php 1 million or less	$PCC \times 15\% \times 40\%$
Over Php 1 million to Php 4 million	$PCC \times 12\% \times 40\%$
Over Php 4 million	$PCC \times 9\% \times 40\%$

If the project calls for a new building with interior design and landscape development, the corresponding fees above for each trade must be added to determine the total Design Fee.



**OFFICE OF DESIGN AND PLANNING
INITIATIVES
INTERNAL SERVICES**

1. REQUEST FOR INITIATION OF SCHEMATIC DESIGN DOCUMENTS

The service facilitates the preparation of design concepts, initial space planning and line drawings leading to a recommended solution, based on requirements by the client.

Office or Division	Office of the Vice President for Development
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices / Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request addressed to the Vice President for Development:	Requesting Party
2. Completed End User Requirements Form with the following information provided: a. Name of UP Unit / Department / College b. Name of End User signatory c. Designation of signatory d. Site location / address e. Total number of occupants f. Areas / rooms needed g. Number of areas / rooms needed h. Number of occupants per room / area i. Furniture needed per room / area	OVPD-ODPI

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends letter of request to OVPD via ovpd@up.edu.ph	1.1 Receive letter of request.	None	15 Minutes	<i>Administrative Officer V OVPD</i>
	1.2 Assess request and invite requesting party for an initial meeting.	None	3 Days	<i>AVP for Development OVPD</i>
2. Attend the meeting.	2.1 Attend the meeting, discuss the requesting party's requirement, and	None	1 Day	<i>AVP for Development OVPD</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Client receives invite by OVPD	approve or disapprove the request.			
TOTAL (if disapproved)		None	4 Days, 15 Minutes	
	2.2 Send End-User Requirements Form	None	1 Day	<i>Director ODPI</i>
3. Submit accomplished End-User Requirements Form.	3.1 Acknowledge receipt of submission.	None	1 Day	<i>Director ODPI</i>
	4.2 Review request and assess work needed to address request.	None	3 Days	<i>Director ODPI</i>
5. Receive confirmation email.	5. Notify requesting party of the initiation of the design process. Note: Design process averages at 120 days.	None	1 Day	<i>Director ODPI</i>
TOTAL		None	10 Days, 15 Minutes	

2. REQUEST FOR INITIATION OF DESIGN DEVELOPMENT DRAWINGS

This service involves the refinement and further development of schematic design proposals previously prepared by the Office of Design and Planning Initiatives (ODPI). It is undertaken when the requesting unit provides feedback or additional inputs on the approved schematic design, requiring revisions, updates, or deeper detailing of the design concept.

Office or Division	Office of the Vice President for Development
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices / Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request addressed to the Vice President for Development.	Requesting Party
2. Client approved (signed) Schematic Design Documents	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter and attachments to OVPD via ovpd@up.edu.ph	1.1. Receive letter request.	None	15 Minutes	<i>Administrative Officer V</i> OVPD
	1.2. Instruct ODPI to proceed with the Design Development Documents.	None	4 Hours	<i>VP for Development</i> OVPD
	1.3 Review request and assess work needed to address request.	None	1 Day	<i>Director</i> ODPI
2. Receive confirmation email.	2.1 Send an email confirmation on the approval or disapproval of the request to initiate the design process. Note: Preparation of the actual Design	None	1 Day	<i>Director</i> ODPI

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Development documents averages at 150 days.			
	TOTAL	None	2 Days, 4 Hours, 15 Minutes	

3. REQUEST FOR INITIATION OF DETAILED ARCHITECTURAL AND ENGINEERING DESIGN (DAED) DRAWINGS

This service involves the refinement and further development of schematic design proposals previously prepared by the Office of Design and Planning Initiatives (ODPI). It is undertaken when the requesting unit provides feedback or additional inputs on the approved schematic design, requiring revisions, updates, or deeper detailing of the design concept

Office or Division	Office of the Vice President for Development
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices / Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request addressed to the Vice President for Development	Requesting Party
2. Client-approved (signed) Design Development Documents	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Letter of Request to OVPD via ovpd@up.edu.ph	1.1. Receive Letter of Request	None	15 Minutes	<i>Administrative Officer V</i> OVPD
	1.2. Instruct ODPI to proceed with the DAED Documents	None	4 Hours	<i>VP for Development</i> OVPD
	1.3 Review request and assess work needed to address request.	None	1 Day	<i>Director</i> ODPI
2. Receive confirmation email.	2.1 Send an email confirmation on the approval or disapproval of the request to initiate the design process. Note: Design Review averages at 300 days.	None	1 Day	<i>Director</i> ODPI



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	None	2 Days, 4 Hours. 15 Minutes	

4. REQUEST FOR INITIATION OF DESIGN REVIEW

This service facilitates the review & approval of DAED and campus plans produced by third party consultants or in-house designers of Constituent Universities, Administrative Units, and the Philippine General Hospital.

Office or Division	Office of the Vice President for Development
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request addressed to the Vice President for Development	Requesting Party
2. Design Documents which contain the following items: a. Digital copy (CAD file or PDF file) of the design drawings b. Digital copy of the technical specifications	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request, and Design Documents to the Office of the Vice President for Development (OVPD) via email at ovpd@up.edu.ph .	1.1. Receive Letter of Request and Design Documents.	None	15 Minutes	<i>Administrative Officer V OVPD</i>
	1.2. Refer the Design Documents to ODPI for initial review.	None	5 Days	<i>Administrative Officer V OVPD</i>
	1.3 Review request and assess work needed to address request.	None	3 Days	<i>Director ODPI</i>
2. Receive confirmation email.	2.1 Send an email confirmation on the approval or	None	1 Day	<i>Director ODPI</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	disapproval of the request to initiate the design process. Note: Design Review averages at 90 days.			
TOTAL		None	9 Days, 15 Minutes	



PROJECT MANAGEMENT OFFICE EXTERNAL SERVICES

1. REQUEST FOR CERTIFICATE OF COMPLETION

The service involves the issuance of the Certificate of Completion of an Infrastructure Project after the contractor has completed all the necessary works involved in the program of works for the project.

Office or Division	Project Management Office
Classification	Simple
Type of Transaction	G2B - Government to Business
Who may Avail	Infrastructure Project Contractor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Statement of Work Accomplished equivalent to 100% of the project	Requesting Party
2. Report containing pictures before, during and after construction of Project Progress of Work	Requesting Party
3. Punchlist Report	Requesting Party
4. Certificate of Completion under format issued by the Project Management Office Note: The Authorized representative from the contractor should sign on the part for the contractor	Project Management Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit hard copies of the documents to the Project Management Office (PMO) at Room 307 Vidal A. Tan Hall and digital copies to pmo.ovpd@up.edu.ph .	1.1. Receive the documents and refer to appropriate staff.	None	5 Minutes	Director PMO
	1.2. Review request and verify status of project completion.	None	2 Hours	Director PMO
For Certificate of Completion				
	1.3.1 If the project is complete, endorse for the signing of the PMO Director	None	10 Minutes	Director PMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4.1 Sign the certificate of completion on behalf of the Implementing Office and transmit to the UP end-user for signature.	None	4 Hours	<i>Director PMO</i>
	1.5.1 Sign the certificate on behalf of the End-User and forward it to the Office of the Vice President for Development (OVPD).	None	1 Day	<i>Unit Head Concerned UP Office</i>
	1.6.1 Sign the Certificate on behalf of the University and return to PMO.	None	1 Day	<i>VP for Development OVPD</i>
2. Receive signed copy of Certificate of Completion.	2.1 Email the copy of the signed document and inform the requesting party that the document is available for pick up at PMO, Room 395, Vidal A. Tan Hall.	None	1 Hour	<i>Director PMO</i>
TOTAL (if Certificate of Completion)		None	2 Days, 7 Hours, 15 Minutes	
For Notice of Unfinished Balances				
	1.3.2 If the project is unfinished, draft and Sign Notice of Unfinished Balances.	None	4 Hours	<i>Director PMO</i>
	1.4.2 Review the Notice of Unfinished Balances and transmit to the	None	4 Hours	<i>Director PMO</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Director for signature.			
	1.8 Sign the Notice of Unfinished Balances.	None	1 Day	<i>Director PMO</i>
2. Receive signed copy of Notice of Unfinished Balances.	2.1 Email the copy of the signed document and inform the requesting party that the document is available for pick up at PMO, Room 395, Vidal A. Tan Hall.	None	1 Hour	<i>Director PMO</i>
TOTAL (if Notice of Unfinished Balances)		None	2 Days, 3 Hours, 5 Minutes	

2. REQUEST FOR CERTIFICATE OF FINAL ACCEPTANCE

The service involves the issuance of Certificate of Final Acceptance after the warranty period and there are no outstanding warranty claims.

Office or Division	Project Management Office
Classification	Complex
Type of Transaction	G2B - Government to Business
Who may Avail	Infrastructure Project Contractor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Completion dated at least 1 year prior to the request. (Physical copy and PDF Copy)	Project Management Office
2. Certificate of Final Acceptance under format issued by the Project Management Office Note: The Authorized representative from the contractor should sign on the part for the contractor	Project Management Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to the Project Management Office (PMO) at Room 395 Vidal A. Tan Hall.	1.1 Receive the documents and refer to appropriate staff.	None	5 Minutes	Director PMO
	1.2. Review request and verify if there are remaining warranty claims prior to the expiration of warranty Go to step 1.3 if there is none Go to step 1.7 if there is	None	4 Hours	Director PMO
If no warranty claims				
	1.3 Endorse for the signing of the PMO Director	None	10 Minutes	Director PMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Sign the certificate of completion on behalf of the Implementing Office.	None	4 Hours	<i>Director PMO</i>
	1.5 Sign the certificate on behalf of the End User.	None	1 Day	<i>Unit Head Concerned Office</i>
	1.6. Sign the Certificate on behalf of the University Go to step 2.1	None	1 Day	<i>VP for Development OVPD</i>
If with warranty claims				
	1.7 Sign the Notice of Unaddressed Warranty Claims.	None	4 Hours	<i>Director PMO</i>
2. Receive the Certificate of Final Acceptance via email and/or pick up at Project Management Office (PMO) at Room 395 Vidal A. Tan Hall.	2.1. Email the Contractor the Certificate of Completion or Notice of Unfinished Balances and notify the contractor that the physical copy is ready for pick up	None	1 Hour	<i>Director PMO</i>
TOTAL (if no warranty claims)		None	3 Days, 1 Hour, 15 Minutes	
TOTAL (if with warranty claims)		None	1 Day, 1 Hour, 5 Minutes	

3. REQUEST FOR APPROVAL (RFA)

The service involves a request from the contractor seeking authorization to proceed with a proposed action or an alternative in compliance with applicable laws, contracts and implementing rules.

Office or Division	Project Management Office
Classification	Complex
Type of Transaction	G2B - Government to Business
Who may Avail	Infrastructure Project Contractor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for approval proposal to comply with the line item or the proposed alternative (1 Physical Copy or 1 Digital Copy)	Requesting Party
2. Annotated Plan Sheet reflecting the location where the information to be supplied would be used (1 Physical Copy or 1 Digital Copy)	Requesting Party
3. Product Brochure, Calculations, Shop Drawings, Material Sample, Mock-up, and/or Material Safety Data Sheet (1 Physical copy or 1 Digital Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request and Plan Sheet to the Project Management Office (PMO) at Room 395 Vidal A. Tan Hall or through pmo.ovpd@up.edu.ph .	1.1. Receive the documents and refer to appropriate staff.	None	5 Minutes	Director PMO
	1.2. Endorse to the appropriate project staff	None	10 Minutes	Director PMO
	1.3. Check the information being requested from the available documents and plans within the office for the particular project.	None	4 Hours	Director PMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4.1 If the information is available, draft response for review of the Project Lead.	None	4 Hours	<i>Director PMO</i>
	1.5.1 Review draft and sign.	None	4 Hour	<i>Director PMO</i>
2. Receive response.	2.1 Email response.	None	10 Minutes	<i>Director PMO</i>
TOTAL (if information is readily available within office documents)		None	1 Day, 4 Hours, 25 Minutes	
	1.4.2 If not available, coordinate with the designer in-charge.	None	5 Days	<i>Director PMO</i>
	1.5.2 Receive response from designer and draft the response for review of Project Lead.	None	4 Hours	<i>Director PMO</i>
	1.6.2. Review draft and sign.	None	4 Hours	<i>Director PMO</i>
2. Receive response.	2.2 Email response.	None	10 Minutes	<i>Director PMO</i>
TOTAL (if information needs to be requested or verified from designer)		None	6 Days, 25 Minutes	

4. REQUEST FOR PAYMENT (INFRASTRUCTURE)

The service involves the processing of payment to contractors for infrastructure projects procured under the RA 9184 or RA 12009.

Office or Division	Project Management Office
Classification	Highly Technical
Type of Transaction	G2B - Government to Business
Who may Avail	Infrastructure Project Contractor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For Advance payment a. Affidavit of Project Obligations b. PCAB Certificate c. Performance Bond (30% of Contract Amount) Updated d. Surety Bond (15% of Contract Amount) Updated	a. Requesting Party b. Requesting Party c. Requesting Party d. Requesting Party
2. For First Partial Payment a. Statement of Work Accomplished (SWA) / Contractor's Billing and Invoice b. Certificate of Work Accomplished/ Payment Due c. Progress of Work Report for Period Covered d. Pictures, before, during and after construction of Project Progress of Work e. Statement of Time Elapsed (include all Approved Time Extensions) f. Affidavit of Project Obligations g. PCAB Certificate h. Performance Bond (30% of Contract Amount) Updated i. Surety Bond (15% of Contract Amount) Updated	a. Requesting Party b. Project Management Office c. Project Management Office d. Requesting Party e. Requesting Party f. Requesting Party g. Requesting Party h. Requesting Party i. Requesting party j. Project Management Office k. Requesting Party l. Requesting Party m. Requesting Party

j. Inspection Report by Agency's Authorized Engineer k. Result of Test Analysis, if applicable If the contractor tapped water or electricity from UP, l. Receipt of Utilities Payment If the contractor did not tap to utility line connections in UP, m. Certificate of non-use of water and electricity	
3. For Succeeding Partial payments (excluding final payment) a. Statement of Work Accomplished (SWA) / Contractor's Billing and Invoice b. Certificate of Work Accomplished/ Payment Due c. Progress of Work Report for Period Covered d. Pictures, before, during and after construction of Project Progress of Work e. Statement of Time Elapsed (include all Approved Time Extensions) f. Affidavit of Project Obligations g. Performance Bond (30% of Contract Amount) Updated h. Inspection Report by Agency's Authorized Engineer i. Result of Test Analysis, if applicable If the contractor tapped water or electricity from UP, j. Receipt of Utilities Payment If the contractor did not tap to utility line connections in UP,	a. Requesting Party b. Project Management Office c. Project Management Office d. Requesting Party e. Requesting Party f. Requesting Party g. Requesting Party h. Project Management Office i. Requesting Party j. Requesting Party k. Requesting Party

k. Certificate of non-use of water and electricity	
4. Final Payment a. Statement of Work Accomplished (SWA) / Contractor's Billing and Invoice b. Certificate of Work Accomplished/ Payment Due c. Progress of Work Report for Period Covered d. Pictures, before, during and after construction of Project Progress of Work e. Statement of Time Elapsed (include all Approved Time Extensions) f. Affidavit of Project Obligations g. Performance Bond (30% of Contract Amount) Updated h. Inspection Report by Agency's Authorized Engineer i. Result of Test Analysis, if applicable If the contractor tapped water or electricity from UP, j. Receipt of Utilities Payment If the contractor did not tap to utility line connections in UP, k. Certificate of non-use of water and electricity l. Clearance from GSAD & BCO m. Report of Scrap Materials (SPMO Form) / Certification of no Scrap Materials n. Project Logbook o. Certificate of Completion p. As-built Plans q. Surety Bond / Warranty Security (10% of Contract Amount)	a. Requesting Party b. Project Management Office c. Project Management Office d. Requesting Party e. Requesting Party f. Requesting Party g. Requesting Party h. Project Management Office i. Requesting Party j. Requesting Party k. Requesting Party l. Requesting Party m. Requesting Party n. Requesting Party o. Project Management Office p. Requesting Party q. Requesting Party

5. Variation Order Payments (Partial or Full) a. Statement of Work Accomplished (SWA) / Contractor's Billing and Invoice b. Certificate of Work Accomplished/ Payment Due c. Progress of Work Report for Period Covered d. Pictures, before, during and after construction of Project Progress of Work e. Statement of Time Elapsed (include all Approved Time Extensions) f. Affidavit of Project Obligations g. Performance Bond (30% of Contract Amount) Updated h. Inspection Report by Agency's Authorized Engineer i. Result of Test Analysis, if applicable If the contractor tapped water or electricity from UP, j. Receipt of Utilities Payment If the contractor did not tap to utility line connections in UP, k. Certificate of non-use of water and electricity l. Surety Bond / Warranty Security (10% of Contract Amount) m. Copy of the approved change order / extra work order n. Copy of the approved original plans indicating the affected portion(s) of the project and duly revised plans and specifications, if applicable, indicating the changes made which shall be color coded	a. Requesting Party b. Project Management Office c. Project Management Office d. Requesting Party e. Requesting Party f. Requesting Party g. Requesting Party h. Project Management Office i. Requesting Party j. Requesting Party k. Requesting Party l. Requesting Party m. Project Management Office n. Requesting Party o. Project Management Office p. Requesting Party q. Project Management Office r. Requesting Party

o. Copy of the agency's report establishing the necessity/ justifications(s) for the need of such CO and/or EWO p. Copy of the approved/ revised PERT/ CPM Network Diagram which shall be color coded, reflecting the effect of additional/deductive time on the contract period and the corresponding time for the subject Change Order/ Extra Work Order q. Copy of the approved detailed breakdown of contract cost for the variation order r. Additional performance security in the prescribed form and amount, if variation order exceeds 10% of the original contract cost	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request and other requirements to the Project Management Office (PMO) at Room 307 Vidal A. Tan Hall.	1.1 Receive, log, and refer the documents to the appropriate Project Lead.	None	10 Minutes	Director PMO
	1.2 Endorse the documents to appropriate project staff for review.	None	10 Minutes	Director PMO
	1.3 Check the completeness and the correctness of the submitted requirements.	None	1 Day	Director PMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
INCOMPLETE SUBMISSION				
2. Retrieve documents.	2.1. If incomplete, notify the requesting party to retrieve documents for compliance.	None	10 Minutes	<i>Director PMO</i>
TOTAL		None	1 Day, 20 Minutes	
COMPLETE SUBMISSION				
	1.4 Prepare the required forms and supporting documents from the billing checklist corresponding to the type of billing	None	4 Hours	<i>Director PMO</i>
	1.5 Review and sign the billing checklist.	None	1 Day	<i>Director PMO</i>
	1.6 Endorse the signed billing documents to Project Delivery Group Head and PMO Director for review and approval.	None	4 Hours	<i>Director PMO</i>
	1.7 Forward the completely signed billing documents to the Project Lead.	None	5 Minutes	<i>Director PMO</i>
	1.8 Forward the billing documents to the OVPD for attachment of other required documents before transmitting to the Accounting Office.	None	30 minutes	<i>Director PMO</i>
	1.9 Receive documents and process the	None	1 Day	<i>Administrative Officer V OVPD</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	payment via BULSA.			
	1.10 Prepare and issue Obligation Request (Obr) or Budget Utilization Request (BUR) via BULSA.	None	2 Days, 50 Minutes	<i>Director System Budget Office</i>
	1.11 Submit signed Disbursement Voucher to System Accounting Office (SAO).	None	1 Day	<i>Administrative Officer V OVPD</i>
	1.12 Prepare and issue Disbursement Voucher via BULSA.	None	17 Days, 2 Hours, and 30 Minutes	<i>Director System Accounting Office</i>
	1.12 Process release of payment.	None	15 Minutes	<i>Acting Chief System Cash Office</i>
	1.13 Sign vouchers/checks for the release of payment and return documents to SCO.	None	4 Hours	<i>VP for Administration OVPA</i>
2. Receive payment	2.1 Issue payment through check/credit and inform supplier..	None	10 Minutes	<i>Acting Chief System Cash Office</i>
TOTAL		None	26 Days, 1 Hour, 10 Minutes	

5. REQUEST FOR TIME EXTENSION (RTE)

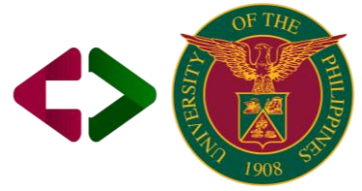
The service involves an application by a supplier, contractor, or consultant seeking an extension of the contract period or delivery/completion time due to causes not attributable to its fault or negligence, and which are recognized by law and the contract.

Office or Division	Project Management Office
Classification	Simple
Type of Transaction	G2B - Government to Business
Who may Avail	Infrastructure Project Contractor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for time extension with identified cause under Item 11.5 of Annex E of the IRR of RA 9184.	Requesting Party
2. Project Schedule showing the critical path of the project and the specific date the cause of extension arose	Requesting Party
3. Proof of the cause of extension: 3.1. Unworkable/rainy days 3.2. Report on Calamities 3.3. Delays attributable to the procuring entity 3.4 Certification for Shortage of Materials 3.5. Reports on Peace and order problems 3.6 Other meritorious cases under RA 9184/RA 12009	3.1. PAGASA 3.2. NDRRMC 3.3. Requesting party 3.4. DTI 3.5. PNP/DILG/DND 3.6. Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request and Plan Sheet to the Project Management Office (PMO) at Room 395 Vidal A. Tan Hall or through pmo.ovpd@up.edu.ph .	1.1. Receive the documents and refer to appropriate staff.	None	5 Minutes	Director PMO
	1.2. Review the request of the contractor.	None	4 Hours	Director PMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Draft notice of approval or disapproval.	None	1 Hour	<i>Director PMO</i>
	1.4. Review notice of approval or disapproval.	None	1 Hour	<i>Director PMO</i>
	1.3 Sign the notice of approval or disapproval.	None	1 Day	<i>Director PMO</i>
2. Receive the response to the RTE via email and/or pick up at Project Management Office (PMO) at Room 395 Vidal A. Tan Hall.	2.1. Email the Contractor the notice of approval or disapproval and inform the contractor that the hard copy is ready for pick up.	None	30 minutes	<i>Director PMO</i>
TOTAL		None	1 Day, 6 Hours, 35 Minutes	



**OFFICE OF THE VICE PRESIDENT FOR
PUBLIC AFFAIRS
INTERNAL SERVICES**

1. REQUEST FOR INFORMATION, ENDORSEMENT, AND/OR SIGNATURE (SIMPLE)

This service allows the transacting client to request for information, endorsement, and/or signature on documents on matters related to the public affairs. A request is considered simple if it can be answered by readily available data without the need for preparation of report or analysis.

Office or Division	Office of the Vice President for Public Affairs
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices and Units, UP Employees and Contract Workers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request (1 Digital Copy)	Requesting Party
<i>If only applicable</i>	
2. Document/s to be signed with DRS Number (Digital Copy, number of documents based on the nature of documents).	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit a letter via the DRS, email (ovppa@up.edu.ph), or submit a document at OVPPA, 3F, North Wing, Quezon Hall.	1.1 Receive document and refer to appropriate staff.	None	5 Minutes	Administrative Aide VI / Typesetter III OVPPA
	1.2 Review request or document.	None	6 Hours	Administrative Aide VI / Typesetter III OVPPA
	1.3. Prepare suggested action of VPA.	None	1 Day	Administrative Aide VI / Typesetter III OVPPA
	1.4 Clear response or sign the document.	None	1 Day	VP for Public Affairs OVPPA
2. Receive response or	2.1 Transmit a copy of the signed	None	5 Minutes	Administrative Aide VI / Typesetter III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
signed copy from OVPPA.	document to the client.			OVPPA
TOTAL		None	2 Days, 6 Hours, 10 Minutes	

2. REQUEST FOR TECHNICAL ASSISTANCE - EVENT STRATEGIC PREPARATORY WORK

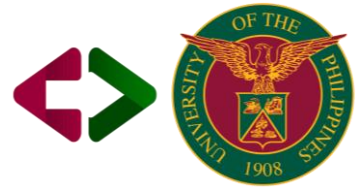
The Event Strategic Preparatory Work ensures that the UP President and the UP Executive Committees are well-equipped for public engagements that shape the University's image and influence. As key representatives of UP, their participation in events requires thorough research, coordination, and strategic planning to align with the University's mission and uphold its reputation. The Office of the Vice President for Public Affairs (OVPPA) facilitates this process by conducting pre-event preparations, which include gathering relevant background information, analyzing political and social contexts, understanding local customs, and identifying potential diplomatic considerations. This work ensures that every public appearance, speech, and engagement effectively represents UP's values, fosters positive relationships, and strengthens the institution's standing in both national and global arenas.

Office or Division	Office of the Vice President for Public Affairs
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request to the Office of the Vice President for Public Affairs (through DRS or email).	1.1 Receive and review the document, acknowledge receipt in DRS, and refer it to the appropriate staff for review of the request.	None	5 Minutes	<i>Administrative Aide VI / Typesetter III OVPPA</i>
	1.2 Draft Dossier or Briefer and endorse the document to the Vice President for Public Affairs and their Assistant Vice President.	None	1 Day	<i>Records Officer/ Typesetter III OVPPA</i>
	1.3 Review Dossier or Briefer and provide feedback.	None	1 Day	<i>VP for Public Affairs OVPPA</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Finalize Dossier or Briefer.	None	1 Day	<i>Records Officer/ Typesetter III OVPPA</i>
	1.5 Set up a meeting between the OVPPA and the requesting party.	None	1 Day	<i>Junior Office Manager/Type setter III OVPPA</i>
2. Attend the Briefing / Meeting.	2.1 Conduct the Briefing / Meeting with the requesting party.	None	4 Hours	<i>Vice President for Public Affairs</i>
TOTAL		None	6 Days, 4 Hours, 5 Minutes	



MEDIA AND COMMUNICATION OFFICE EXTERNAL SERVICES

1. REQUEST FOR UPS-MCO-PRODUCED ARCHIVAL MATERIALS

This service pertains to the release of requested UPS-MCO-produced archival materials such as photos, videos, publications, and other materials through filling out the UP System Media and Communication Office Service Request Form (SRF).

Office or Division	UP System Media and Communication Office (UPS-MCO)
Classification	Highly Technical
Type of Transaction	G2G - Government to Government G2B - Government to Business G2C - Government to Citizen
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled out UPS-MCO Service Request Form (SRF)	SRF link also available on the UPS-MCO standard generated email at services.mco@up.edu.ph

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled out UPS-MCO SRF.	1.1 Receive the request via SRF.	None	4 Hours	Information System Researcher III UPS MCO
	1.2 Acknowledge the request by sending an email to the requesting party.	None	4 Hours	Information System Researcher III UPS MCO
	1.3 Coordinate with other UPS-MCO teams, if necessary, otherwise pull up available materials per request.	None	8 Days	Information System Researcher III UPS MCO
2. Receive the requested materials via email.	2.1 Release the requested materials via UPS-MCO official email.	None	1 Day	Information System Researcher III UPS MCO
TOTAL		None	10 days	



MEDIA AND COMMUNICATION OFFICE INTERNAL SERVICES

1. REQUEST FOR COVERAGE

This service allows clients to request for event coverages. This request may be coursed through filling out the UP System Media and Communication Office Service Request Form (SRF). Pertinent information regarding the event is required to be included as attachments in the request form.

Office or Division	UP System Media and Communication Office (UPS-MCO)
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPSA Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled out UPS-MCO Service Request Form (SRF)	SRF link also available on the UPS-MCO standard generated email at services.mco@up.edu.ph
2. Upload the following as attachment: - letter of request addressed to the UPS-MCO Director - program briefer of the event and - other pertinent documents providing information on the event for coverage	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled out UPS-MCO SRF.	1.1 Receive request via SRF	None	4 Hours	<i>Administrative Officer IV</i> UPS MCO
	1.2 Vet the request based on the news coverage guidelines and assign the coverage team, and raise any concern to the Director, if necessary.	None	1 Day	<i>Administrative Officer IV</i> UPS MCO
2. Receive the coverage booking response via email.	2.1 Release the coverage booking response.	None	4 Hours	<i>Administrative Officer IV</i> UPS MCO
TOTAL		None	2 Days	

2. REQUEST FOR OFFICIAL PORTRAITURE

This service provides official portraits to UPSA officials through filling out the UP System Media and Communication Office Service Request Form (SRF).

Office or Division	UP System Media and Communication Office (UPS-MCO)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPSA Officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled out UPS-MCO Service Request Form (SRF)	SRF link also available on the UPS-MCO standard generated email at services.mco@up.edu.ph .

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled out UPS-MCO SRF.	1.1. Receive request via SRF.	None	1 Hour	Supervising Administrative Officer UPS MCO
	1.2. Schedule the portraiture session and assign the photographer.	None	2 Hours	Supervising Administrative Officer UPS MCO
2. Receive the portraiture booking schedule via email.	2.1. Send the portraiture booking schedule.	None	1 Hour	Supervising Administrative Officer UPS MCO
TOTAL		None	4 Hours	

3. REQUEST FOR POSTING OF CONTENT ON THE UP SYSTEM WEBSITE/SOCIAL MEDIA ACCOUNTS

This service provides posting of content materials from UPSA offices to the UP System website and social media platforms through filling out the UP System Media and Communication Office Service Request Form (SRF).

Office or Division	UP System Media and Communication Office (UPS-MCO)
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPSA Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled out UPS-MCO Service Request Form (SRF)	SRF link also available on the UPS-MCO standard generated email at services.mco@up.edu.ph
2. Complete set of collaterals, as necessary: • Press Release • Promotional Graphic • Short Video Clip	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled out UPS-MCO SRF	1.1 Receive request via SRF / email and forward to Director for instructions.	None	2 Hours	<i>Administrative Officer V</i> UPS MCO
	1.2 Review request and refer instructions to appropriate staff.	None	2 Hours	<i>Director</i> UPS MCO
	1.2 Receive approved package from the UPS-MCO Director.	None	4 Hours	<i>Administrative Officer V</i> UPS MCO
2. Receive acknowledgement response to the posting with tracker.	2.1 Send the acknowledgement response to the posting with a tracker.	None	1 Day	<i>Administrative Officer V</i> UPS MCO
	2.2 Schedule the content material for promotion	None	1 Day	<i>Administrative Officer V</i> UPS MCO
TOTAL		None	3 Days	

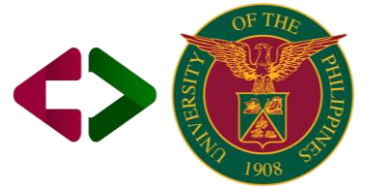
4. REQUEST FOR UPS-MCO-PRODUCED ARCHIVAL MATERIALS

This service pertains to the release of requested UPS-MCO-produced archival materials such as photos, videos, publications, and other materials through filling out the UP System Media and Communication Office Service Request Form (SRF).

Office or Division	UP System Media and Communication Office (UPS-MCO)
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPSA Offices, UP Constituent Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled out UPS-MCO Service Request Form (SRF)	SRF link also available on the UPS-MCO standard generated email at services.mco@up.edu.ph

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled out UPS-MCO SRF.	1.1 Receive the request via SRF.	None	4 Hours	Information System Researcher III UPS MCO
	1.2 Acknowledge the request by sending an email to the requesting party.	None	4 Hours	Information System Researcher III UPS MCO
	1.3. Coordinate with other UPS-MCO teams if necessary, otherwise pull up available materials per request.	None	8 Days	Information System Researcher III UPS MCO
2. Receive the requested materials via email.	2.1. Release the requested materials via UPS-MCO official email.	None	1 Day	Information System Researcher III UPS MCO
TOTAL		None	10 days	



OFFICE OF ALUMNI RELATIONS EXTERNAL SERVICES

1. REQUEST FOR UP ALUMNI EMAIL ACCOUNT

This service allows UP Alumni to secure a UP Alumni Email Account (@alum.up.edu.ph).

Office or Division	Office of Alumni Relations
Classification	Highly Technical
Type of Transaction	G2C - Government to Client
Who may Avail	UP Alumni as recognized by the UP Office of the University Registrar – those who completed academic units in their undergraduates, post graduates, Juris Doctor, Honoris Causa, and Degree Programs - certificates, diplomas, who graduated before 2025

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Online application form submitted via the OAR website	OAR Office / OAR Website: https://alum.up.edu.ph/database/
2. Valid Government ID (1 Digital Copy)	Requesting Party as issued by authorized government agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the application at: https://alum.up.edu.ph/database/ and submit a valid government ID to oar.database@up.edu.ph . Note: After filling out the online application form, the requesting party shall automatically receive email from OAR requesting submission of the valid ID.	1.1 Check if personal information matches with the submitted valid ID.	None	1 Day	<i>Administrative Officer I</i> Database Section, OAR
	1.2 Once the ID has been checked, the application will be tagged as <u>confirmed</u>	None	5 Minutes	<i>Administrative Officer I</i> Database Section, OAR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 The applicant will be updated through email that the verification of application is in progress.	None	5 Minutes	<i>Administrative Officer I</i> Database Section, OAR
	1.4 Check database if the applicant is a UP alumnus/alumna	None	3 Days	<i>Administrative Officer I</i> Database Section, OAR
Not a Verified UP Graduate				
	1.5.1 If the applicant is not a verified UP graduate, an email will be sent to the applicant that his/her application will not proceed, stating the reason.	None	5 Minutes	<i>Administrative Officer I</i> Database Section, OAR
TOTAL (if not verified)		None	4 Days, 15 Minutes	
Verified UP Graduate				
	1.5.2 If the requesting party is a verified UP graduate, the application will be tagged as "verified" and be endorsed to UP Information Technology Development Center (ITDC).	None	5 Minutes	<i>Administrative Officer I</i> Database Section, OAR
3. Receive UP Alumni Email credentials.	3. Facilitate creation of account and send credentials of the requested UP Alumni Email to the requesting party through the nominated email address.	None	7 Days	<i>Director</i> ITDC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL (if verified)	None	11 Days, 15 Minutes	

2. REQUEST FOR ALUMNI RECORDS (SIMPLE RETRIEVAL)

OAR retrieves alumni records for homecoming events, alumni-related activities, and verification of graduates' information.

Office or Division	Office of Alumni Relations
Classification	Complex
Type of Transaction	G2C - Government to Client
Who may Avail	Accredited UP Alumni organizations, and UP Alumni Association, Inc. (UPAA)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Completed Google form with attached letter indicating the specific purpose why this information is needed and how it will be used, addressed to the current OAR Director.	Office of Alumni Relations Google form bit.ly/OARRequestForm
2. Copy of one (1) Government Issued ID presented to the Office of Alumni Relations or transmitted via email to up.alumnioffice@up.edu.ph	Requesting party as issued by Authorized Government Agency
3. Consent form (to be provided by the requestor and filled out by UP alumna/alumnus) authorizing UP OAR to disclose their personal information.	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the OAR Google form bit.ly/OARRequestForm .	1.1 Check if the requirements are complete.	None	1 Day	<i>Administrative Officer I</i> Database Section, OAR
	1.2 Approve the request of retrieval of records	None	1 Day	<i>Director</i> OAR
DISAPPROVED REQUEST				
	1.3.1 If not approved - email the requestor and state reason/s of disapproval.	None	1 Day	<i>Administrative Officer I</i> Database Section, OAR
TOTAL (if disapproved)		None	3 Days	
APPROVED SIMPLE RETRIEVAL				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3.2 If approved - retrieve records from database	None	3 Days	<i>Administrative Officer I</i> Database Section, OAR
2. Client receives the requested record	2.1 Send the record to the requestor.	None	1 Day	<i>Administrative Officer I</i> Database Section, OAR
TOTAL		None	5 days	

3. REQUEST FOR ALUMNI RECORDS (COMPLEX AND HIGHLY-TECHNICAL RETRIEVAL)

OAR retrieves alumni records for homecoming events, alumni-related activities, and verification of graduates' information.

Office or Division	Office of Alumni Relations
Classification	Highly Technical
Type of Transaction	G2C - Government to Client
Who may Avail	Accredited UP Alumni organizations, and UP Alumni Association, Inc. (UPAA)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Completed Google form with attached letter indicating the specific purpose why this information is needed and how it will be used, addressed to the current OAR Director.	Office of Alumni Relations Google form bit.ly/OARRequestForm
2. Copy of one (1) Government Issued ID presented to the Office of Alumni Relations or transmitted via email to up.alumnioffice@up.edu.ph	Requesting party as issued by Authorized Government Agency
3. Consent form (to be provided by the requestor and filled out by UP alumna/alumnus) authorizing UP OAR to disclose their personal information.	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the OAR Google form bit.ly/OARRequestForm .	1.1 Check if the requirements are complete.	None	1 Day	<i>Administrative Officer I</i> Database Section, OAR
	1.2 OAR Director will approve the request of retrieval of records	None	1 Day	<i>Director</i> OAR
DISAPPROVED REQUEST				
	1.3.1 If not approved - email the requestor and state reason/s of disapproval.	None	1 Day	<i>Administrative Officer I</i> Database Section, OAR
TOTAL (if disapproved)		None	3 Days	
APPROVED COMPLEX RETRIEVAL				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3.2 If approved - retrieve records from database	None	7 Days	<i>Administrative Officer I</i> Database Section, OAR
APPROVED HIGHLY TECHNICAL RETRIEVAL				
	1.3.2 If approved - retrieve records from database	None	16 Days	<i>Administrative Officer I</i> Database Section, OAR
2. Client receives the requested record	2.1 Send the record to the requestor.	None	1 Day	<i>Administrative Officer I</i> Database Section, OAR
TOTAL (Complex Retrieval)		None	10 days	
TOTAL (Highly Technical Retrieval)		None	19 Days	

4. REQUEST FOR BENCHMARKING OF OTHER UNIVERSITIES / ALUMNI OFFICES WITH UP OAR

OAR receives requests from other universities and alumni offices to benchmark Office of Alumni Relations services and engagements with UP alumni.

Office or Division	Office of Alumni Relations
Classification	Simple
Type of Transaction	G2C - Government to Client
Who may Avail	State Universities and Colleges, Private Universities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request addressed to OAR Director	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends Letter of Request via email to up.alumnioffice@up.edu.ph .	1.1 Forward the request to the OAR Director for their review and approval.	None	2 Days	Director OAR
2. Receive feedback from the OAR.	2.1 Inform the requesting party of the decision of the Director.	None	1 Day	University Research Associate II Communications Section, OAR
TOTAL		None	3 Days	

5. REQUEST FOR EMAIL BLAST, SOCIAL MEDIA, AND WEBSITE POSTING

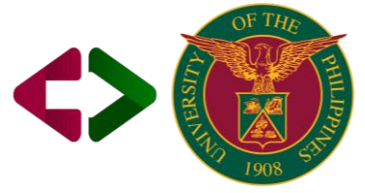
OAR receives requests to announce alumni-related information such as event-related, congratulatory, job vacancies, or bereavement announcements. OAR disseminates the information through email, social media, or on the website.

Office or Division	Office of Alumni Relations
Classification	Simple
Type of Transaction	G2C - Government to Client
Who may Avail	UP Alumni, UPAA Inc., UPAA Chapters

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request for publication from client	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request via the OAR Email (up.alumnioffice@up.edu.ph).	1.1 Receive requests.	None	1 Day	University Research Associate II Communications Section, OAR
	1.2 Evaluate the request.	None	1 Day	University Research Associate II Communications Section, OAR
DISAPPROVED REQUEST				
2. Receive feedback on request.	2.1 If disapproved, inform the requesting party via email.	None	1 Day	University Research Associate II Communications Section, OAR
TOTAL (if disapproved)		None	3 Days	
APPROVED REQUEST				
	1.3 Evaluate the content and decide which channel (email blast, social media, website) the announcement can be posted in.	None	4 Hours	University Research Associate II Communications Section, OAR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Proofread and edit the content for posting on social media, website, and/or email blast.			
2. Receive information on the posting of the material.	2.1 Post approved content to social media, and/or email blast to alumni and inform the client of the action of the OAR.	None	4 Hours	<i>University Research Associate II</i> Communications Section, OAR
TOTAL		None	3 Days	



OFFICE OF ALUMNI RELATIONS INTERNAL SERVICES

1. REQUEST FOR ALUMNI RECORDS (SIMPLE REQUEST)

OAR retrieves alumni records for homecoming events, alumni-related activities, and verification of graduates' information.

Office or Division	Office of Alumni Relations
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPSA Offices/Units, UPCU Offices/Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Completed Google form with attached letter indicating the specific purpose why this information is needed and how it will be used, addressed to the current OAR Director.	Office of Alumni Relations Google form bit.ly/OARRequestForm
2. Copy of one (1) Government Issued ID presented to the Office of Alumni Relations or transmitted via email to up.alumnioffice@up.edu.ph	Requesting party as issued by Authorized Government Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the OAR Google form bit.ly/OARRequestForm .	1.1 Check if the requirements are complete.	None	1 Day	<i>Administrative Officer I</i> Database Section, OAR
	1.2 Approve the request of retrieval of records	None	1 Day	<i>Director</i> OAR
DISAPPROVED REQUEST				
	1.3.1 If not approved - email the requestor and state reason/s of disapproval.	None	1 Day	<i>Administrative Officer I</i> Database Section, OAR
TOTAL (if disapproved)		None	3 Days	
APPROVED SIMPLE RETRIEVAL				
	1.3.2 If approved - retrieve records from database	None	3 Days	<i>Administrative Officer I</i> Database Section, OAR
2. Client receives the requested record	2.1 Send the record to the requestor.	None	1 Day	<i>Administrative Officer I</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Database Section, OAR
TOTAL		None	5 days	

2. REQUEST FOR ALUMNI RECORDS (COMPLEX AND HIGHLY-TECHNICAL RETRIEVAL)

OAR retrieves alumni records for homecoming events, alumni-related activities, and verification of graduates' information.

Office or Division	Office of Alumni Relations
Classification	Highly Technical
Type of Transaction	G2C - Government to Client
Who may Avail	UPSA Offices/Units, UPCU Offices/Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Completed Google form with attached letter indicating the specific purpose why this information is needed and how it will be used, addressed to the current OAR Director.	Office of Alumni Relations Google form bit.ly/OARRequestForm
2. Copy of one (1) Government Issued ID presented to the Office of Alumni Relations or transmitted via email to up.alumnioffice@up.edu.ph	Requesting party as issued by Authorized Government Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the OAR Google form bit.ly/OARRequestForm .	1.1 Check if the requirements are complete.	None	1 Day	<i>Administrative Officer I</i> Database Section, OAR
	1.2 Approve the request of retrieval of records	None	1 Day	<i>Director</i> OAR
DISAPPROVED REQUEST				
	1.3.1 If not approved - email the requestor and state reason/s of disapproval.	None	1 Day	<i>Administrative Officer I</i> Database Section, OAR
TOTAL (if disapproved)		None	3 Days	
APPROVED COMPLEX RETRIEVAL				
	1.3.2 If approved - retrieve records from database	None	7 Days	<i>Administrative Officer I</i> Database Section, OAR
APPROVED HIGHLY TECHNICAL RETRIEVAL				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3.2 If approved - retrieve records from database	None	16 Days	<i>Administrative Officer I</i> Database Section, OAR
2. Client receives the requested record	2.1 Send the record to the requestor.	None	1 Day	<i>Administrative Officer I</i> Database Section, OAR
TOTAL (Complex Retrieval)		None	10 days	
TOTAL (Highly Technical Retrieval)		None	19 Days	

3. REQUEST FOR EMAIL BLAST, SOCIAL MEDIA, AND WEBSITE POSTING

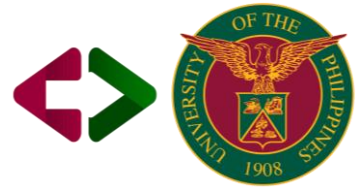
OAR receives requests to announce alumni-related information such as event-related, congratulatory, job vacancies, or bereavement announcements. OAR disseminates the information through email, social media, or on the website.

Office or Division	Office of Alumni Relations
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPSA units / offices, UPCU units, offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request for publication from client	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request via the OAR Email (up.alumnioffice@up.edu.ph).	1.1 Receive requests.	None	1 Day	University Research Associate II Communications Section, OAR
	1.2 Evaluate the request.	None	1 Day	University Research Associate II Communications Section, OAR
DISAPPROVED REQUEST				
2. Receive feedback on request.	2.1 If disapproved, inform the requesting party via email.	None	1 Day	University Research Associate II Communications Section, OAR
TOTAL (if disapproved)		None	3 Days	
APPROVED REQUEST				
	1.3 Evaluate the content and decide which channel (email blast, social media, website) the announcement can be posted in.	None	4 Hours	University Research Associate II Communications Section, OAR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Proofread and edit the content for posting on social media, website, and/or email blast.			
2. Receive information on the posting of the material.	2.1 Post approved content to social media, and/or email blast to alumni and inform the client of the action of the OAR.	None	4 Hours	<i>University Research Associate II</i> Communications Section, OAR
TOTAL		None	3 Days	



PADAYON PUBLIC SERVICE OFFICE EXTERNAL SERVICES

1. COMPLEX REQUEST FOR PUBLIC SERVICE-RELATED DATA AND OTHER GENERAL INFORMATION FOR EXTERNAL CLIENTS VIA NON-VOICE/EMAIL REQUESTS

This service allows the external client to request public service-related data and other general information which requires preparation of data and prevailing reports and necessitates analysis and decision-making to be provided via email.

Office or Division	Padayon Public Service Office
Classification	Complex
Type of Transaction	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request(1 electronic copy or 1 physical letter)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry to admin.padayon@up.edu.ph or to Room 4A, Fonacier Hall, Magsaysay Avenue, University of the Philippines Diliman, Quezon City 1101 or Accomplish the Request Form	1.1 Acknowledge the inquiry via email and provide an expected completion timeline.	None	3 Hours	<i>Administrative Officer IV</i> PPSO
	1.2. Endorse request to the section in charge.	None	5 Minutes	<i>Administrative Officer IV</i> PPSO
	1.3 Evaluate the request and prepare a document or report based on the database and prevailing reports.	None	2 Days	<i>University Research Associate I</i> PPSO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Submit the document or report to the Junior Project Associate for checking	None	1 Day	<i>University Research Associate I</i> PPSO
	1.5 Review and approve for Transmittal to the Office of Director	None	2 Days	University Research Associate I
	1.6 Review and sign the document or report if everything is in order	None	1 Day	<i>Director</i> PPSO
	1.7 Transmit signed document to the Project Staff	None	1 Hour	<i>Director</i> PPSO
	1.8 Prepare necessary response and send document to the client's email	None	1 Hour	<i>University Research Associate I</i> PPSO
2. Receive email response from the University Research Associate I	2.1 Send response to the email clarification/inquiry of the client	None	2 Hours	<i>University Research Associate I</i> PPSO
TOTAL		None	6 Days, 7 Hours, 5 Minutes	

2. SIMPLE REQUEST FOR PUBLIC SERVICE-RELATED DATA AND OTHER GENERAL INFORMATION VIA NON-VOICE/EMAIL REQUESTS

This service allows the external client to request public service-related data and other general information which requires preparation of readily available data to be provided via email.

Office or Division	Office of the Vice President for Public Affairs - Padayon Public Service Office
Classification	Simple
Type of Transaction	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may Avail	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Clarification/inquiry with complete contact information (1 digital copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry to admin.padayon@up.edu.ph or to Room 4A, Fonacier Hall, Magsaysay Avenue, University of the Philippines Diliman, Quezon City 1101.	1.1 Acknowledge the inquiry via email and provide an expected completion timeline and review the gathered information for completeness.	None	1 Day	<i>Administrative Officer IV</i> PPSO
	1.2. Forward the request to the section in charge.	None	5 Minutes	<i>Administrative Officer IV</i> PPSO
	1.3 Review the request and prepare the necessary response.	None	1 Day	<i>University Research Associate I</i> PPSO
	1.4 Send response to the client's email address	None	5 Minutes	<i>University Research Associate I</i> PPSO
2. Receive email response from the	2.1 Send response to the	None	2 Hours	<i>University Research</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
University Research Associate I	email clarification/inquiry of the client			<i>Associate I</i> PPSO
TOTAL		None	2 Days, 2 Hours, 10 Minutes	

3. SIMPLE REQUEST FOR PUBLIC SERVICE-RELATED DATA AND OTHER GENERAL INFORMATION VIA VOICE REQUESTS / INCOMING CALLS

This service allows the external client to request public service-related data and other general information which can be answered by readily available information to be provided via voice requests/incoming calls.

Office or Division	Office of the Vice President for Public Affairs - Padayon Public Service Office
Classification	Simple
Type of Transaction	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may Avail	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the UP System-Padayon Public Service Office telephone numbers as follow: (02) 8981-8630 (Direct Line) (02) 8981-8500 local 4256.	1.1 Acknowledge the call and verify the query.	None	5 Minutes	<i>Administrative Officer IV</i> PPSO
	1.2. Conduct a quick research, gather the information, and review for completeness	None	5 Minutes	<i>Administrative Officer IV</i> PPSO
	1.3 Provide the gathered information/Endorse to the proper unit-in-charge by providing their	None	5 Minutes	<i>Administrative Officer IV</i> PPSO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	contact information			
	1.4 Offer further assistance if additional clarification is needed	None	3 Minutes	<i>Administrative Officer IV</i> PPSO
	1.5 Record the action using the call logbook	None	2 Minutes	<i>Administrative Officer IV</i> PPSO
TOTAL			20 Minutes	

4. REQUEST FOR PUBLIC SERVICE PROJECT PARTNERSHIP

This service enables national government agencies, non-government organizations, private entities, state and private universities and colleges, to initiate requests for public service projects in partnership with the UP Padayon Public Service Office. The process begins with the submission of a duly accomplished request form and concludes with either the issuance of a notice of non-acceptance or the scheduling of an initial meeting to discuss the project's implementation.

Office or Division	Office of the Vice President for Public Affairs - Padayon Public Service Office
Classification	Complex
Type of Transaction	G2G - Government to Government G2C - Government to Citizen
Who may Avail	National Government Offices, Non-Government Organizations, Private Entities, State/Private Universities and Colleges

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished online request form [https://bit.ly/UPPPSORquestForm]	Padayon Public Service website [https://publicservice.up.edu.ph/] Facebook Page [https://www.facebook.com/UPPublicService]
2. Letter of request endorsed by the highest approving authority of the unit, department, or office (1 digital copy)	Requesting Party
3. Signed project proposal (1 digital copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Duly accomplish the request form, upload the letter of request and the project proposal as attachments, and submit responses.	1.1 Review request made, including the submitted documents according to established criteria.	None	1 Day	Director PPSO
	1.2 Endorse the request and documents to the Director for approval.	None	5 Minutes	Director PPSO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Review the request and the attachments and approve or disapprove.	None	2 Days	<i>Director</i> PPSO
2. Receive receipt of communication.	2. Send notice to the requesting party of the approval or the disapproval of the request.	None	1 Day, 10 Minutes	<i>Director</i> PPSO
TOTAL		None	4 Days, 15 Minutes	



PADAYON PUBLIC SERVICE OFFICE INTERNAL SERVICES

1. COMPLEX REQUEST FOR PUBLIC SERVICE-RELATED DATA AND OTHER GENERAL INFORMATION FOR INTERNAL CLIENTS VIA NON-VOICE/EMAIL REQUESTS

This service allows the internal client to request public service-related data and other general information which requires preparation of data and prevailing reports and necessitates analysis and decision-making to be provided via email.

Office or Division	Padayon Public Service Office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Offices/Units UP Constituent Universities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Email request using the email address of the requester (1 electronic copy or 1 physical letter)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry to admin.padayon@up.edu.ph or to Room 4A, Fonacier Hall, Magsaysay Avenue, University of the Philippines Diliman, Quezon City 1101 or Accomplish the Request Form .	1.1 Acknowledge the inquiry via email and provide an expected completion timeline.	None	3 Hours	<i>Administrative Officer IV</i> PPSO
	1.2. Forward the request to the section in charge.	None	5 Minutes	<i>Administrative Officer IV</i> PPSO
	1.3 Evaluate the request and prepare the document or report based on the database and prevailing reports.	None	2 Days	<i>University Research Associate I</i> PPSO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Submit the document or report to the Junior Project Associate for checking	None	1 Day	<i>University Research Associate I</i> PPSO
	1.5 Review and approve for Transmittal to the Office of Director	None	2 Days	<i>University Research Associate I</i> PPSO
	1.6 Review and sign the document or report if everything is in order	None	1 Day	<i>Director</i> PPSO
	1.7 Transmit signed document to the Project Staff	None	1 Hour	<i>Director</i> PPSO
	1.8 Prepare necessary response and send document to the client's email	None	1 Hour	<i>University Research Associate I</i> PPSO
2. Receive email response from the University Research Associate I	2.1 Send response to the email clarification/inquiry of the client	None	2 Hours	<i>University Research Associate I</i> PPSO
TOTAL		None	6 Days, 7 Hours, 5 Minutes	

2. SIMPLE REQUEST FOR PUBLIC SERVICE-RELATED DATA AND OTHER GENERAL INFORMATION FOR INTERNAL CLIENTS VIA NON-VOICE/EMAIL REQUESTS

This service allows the internal client to request public service-related data and other general information which requires preparation of readily available data to be provided via email.

Office or Division	Padayon Public Service Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Offices/Units UP Constituent Universities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Clarification/inquiry with complete contact information (1 electronic copy or 1 physical letter)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry to admin.padayon@up.edu.ph or to Room 4A, Fonacier Hall, Magsaysay Avenue, University of the Philippines Diliman, Quezon City 1101	1.1 Acknowledge the inquiry via email and provide an expected completion timeline and review the gathered information for completeness.	None	1 Day	<i>Administrative Officer IV</i> PPSO
	1.2. Forward the request to the section in charge	None	5 Minutes	<i>Administrative Officer IV</i> PPSO
	1.3 Review request and prepare necessary response	None	1 Day	<i>University Research Associate I</i> PPSO
	1.4 Send response to the client's email address	None	5 Minutes	<i>University Research Associate I</i> PPSO
2. Receive email response from the University	2.1 Send response to the email	None	2 Hours	<i>University Research Associate I</i> PPSO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Research Associate I.	clarification/inquiry of the client			
TOTAL			2 Days, 2 Hours, 10 Minutes	

3. SIMPLE REQUEST FOR PUBLIC SERVICE-RELATED DATA AND OTHER GENERAL INFORMATION FOR INTERNAL CLIENTS VIA VOICE REQUESTS /INCOMING CALLS

This service allows the internal client to request public service-related data and other general information which can be answered by readily available information to be provided via voice requests/incoming calls.

Office or Division	Padayon Public Service Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Offices/Units UP Constituent Universities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the UP System-Padayon Public Service Office telephone numbers as follow: (02) 8981-8630 (Direct Line) (02) 8981-8500 local 4256	1.1 Acknowledge the call and verify the query.	None	5 Minutes	<i>Administrative Officer IV</i> PPSO
	1.2. Conduct a quick research, gather the information, and review for completeness	None	5 Minutes	<i>Administrative Officer IV</i> PPSO
	1.3 Provide the gathered information/Endorse to the proper unit-in-charge by providing their contact information	None	5 Minutes	<i>Administrative Officer IV</i> PPSO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Offer further assistance if additional clarification is needed	None	3 Minutes	<i>Administrative Officer IV</i> PPSO
	1.5 Record the action using the call logbook	None	2 Minutes	<i>Administrative Officer IV</i> PPSO
TOTAL			20 Minutes	

4. REQUEST FOR ONBOARDING OF RESOURCE GENERATION CAMPAIGN TO THE GIVE TO UP

This service enables clients to formally request the onboarding of their approved resource generation campaign to the [Give to UP](#). The process begins once the client submits the onboarding request together with the necessary approval documents. The request is reviewed and validated to ensure compliance with University policies and guidelines. Upon confirmation, the campaign details are published on the [Give to UP](#) platform, making them accessible to prospective donors and supporters.

Office or Division	Padayon Public Service Office
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Offices and Units UP Constituent Universities/Autonomous Units' Departments and Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request endorsed by highers approving authority of unit or department (1 Digital Copy)	Requesting Party
2. Signed Resource Generation Campaign Proposal (1 Digital Copy)	Requesting Party
3. Campaign Collaterals in compiled online folder (1 Folder/Copy in JPG/JPEG/PNG file format)	Requesting Party
Additional Requirement once request is approved	
4. Duly accomplished campaign interface template (1 Digital copy)	Padayon Public Service Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter or Request with corresponding attachments through Document Routing System (DRS) or email them to admin.padayon@up.edu.ph .	1.1 Acknowledge receipt of documents received through DRS or email	None	5 Minutes	<i>Director PPSO</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Endorse request to Padayon UP Technical Services and Project Management Team.	None	5 Minutes	<i>Director PPSO</i>
	1.3 Review submitted documents	None	30 Minutes	<i>Director PPSO</i>
	1.4 Endorse documents to Director for approval	None	30 Minutes	<i>Director PPSO</i>
	1.5 Review the request and the attachments	None	1 Day	<i>Director PPSO</i>
	1.6 Once the request is approved, send the campaign interface template to the client via email.	None	3 Days	<i>Director PPSO</i>
2. Accomplish Campaign Interface Template and send it back to PPSO.	2.1 Acknowledge receipt and review the accomplished campaign interface template.	None	30 Minutes	<i>Director PPSO</i>
	2.2 Endorse duly accomplished campaign interface template and campaign collaterals to the Information Technology Development Center (ITDC) for onboarding.	None	1 Day	<i>Director PPSO</i>

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive notification of approved request for onboarding.	3.1 Inform the client of the approval of the resource generation campaign onboarding in the Give to UP.	None	5 minutes	<i>Director PPSO</i>
TOTAL		None	5 Days, 1 Hour, 45 Minutes	

5. REQUEST FOR PUBLIC SERVICE PROJECT PARTNERSHIP

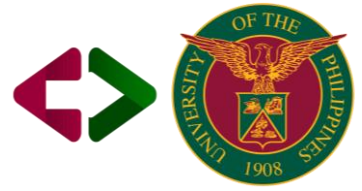
This service enables UPSA offices, UP constituent universities, units, offices, and employees to initiate requests for public service projects in partnership with the UP Padayon Public Service Office. The process begins with the submission of a duly accomplished request form and concludes with either the issuance of a notice of non-acceptance or the scheduling of an initial meeting to discuss the project's implementation.

Office or Division	Padayon Public Service Office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPSA Offices, UP Constituent Universities, Units, Offices, and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished online request form [https://bit.ly/UPPPSOREquestForm]	Padayon Public Service website [https://publicservice.up.edu.ph/] Facebook Page [https://www.facebook.com/UPPublicService]
2. Letter of request endorsed by the highest approving authority of the unit, department, or office (1 digital copy)	Requesting Party
3. Signed project proposal (1 digital copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Duly accomplish the request form, upload the letter of request and the project proposal as attachments, and submit responses.	1.1 Review request made, including the submitted documents according to established criteria.	None	1 Day	Director PPSO
	1.2 Endorse the request and documents to the Director for approval.	None	5 Minutes	Director PPSO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Review the request and the attachments and approve or disapprove.	None	2 Days	<i>Director PPSO</i>
2. Receive receipt of communication.	2. Send notice to the requesting party of the approval or the disapproval of the request.	None	1 Day, 10 Minutes	<i>Director PPSO</i>
TOTAL		None	4 Days, 15 Minutes	



UGNAYAN NG PAHINUNGOD SYSTEM EXTERNAL SERVICES

1. REQUEST FOR PARTNERSHIP IN PUBLIC SERVICE PROJECTS AND ACTIVITIES

This service allows the transacting client to request for a formal partnership in Public service projects and activities. The UP/OC may provide partnership in public service projects and activities

Office or Division	Ugnayan ng Pahinungód System
Classification	Highly Technical
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	UP Students, UP Student Organizations, Other Universities and Colleges, Public Schools, Government Agencies, Local Government Units, and Non-Government Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Formal request letter addressed to the System Director (1 Digital Copy)	Requesting party
2. A brief proposal with the following details (1 Digital Copy): - Rationale - Proposed Activity Date - Target Participants - Program / Activity Objectives, - Brief Description of Requested Program /Activity - Proposed Stakeholder Responsibilities - Budgetary Requirements (if any)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request and documents to Ugnayan ng Pahinungod (UP/OC) via email at pahinungod.upsys@up.edu.ph)	1.1 Receive the request and proposal.	None	1 Day	<i>Executive Assistant</i> UP/OC
	1.2 The Director together with the staff evaluate the feasibility of the	None	5 Days	<i>Director</i> UP/OC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	proposed partnership.			
	1.2 Assign a staff member as focal person for the partnership.		1 Day	<i>Director UP/OC</i>
	1.3 Set meetings with appropriate/ concerned parties (experts in the field, researchers who have done similar work, etc).		2 Days	<i>Director UP/OC</i>
	1.4 Do research on the proposed partnership (library work, online research, interviews, etc).		4 Days	<i>Director UP/OC</i>
2. Receive decision from the UP/OC.	2.1 The UP/OC System Office communicates the decision to the proponent. Note: In certain cases, the UP/OC will call for a meeting before finalizing their decision.	None	3 Days	<i>Director UP/OC</i>
TOTAL		None	16 Days	

2. REQUEST FOR INITIATION OF PARTNERSHIP WITH THE GURONG PAHINUNGÓD (GP) PROGRAM THROUGH A MEMORANDUM OF AGREEMENT

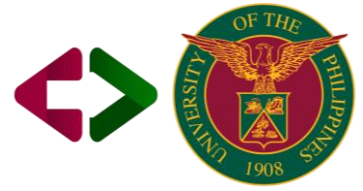
This service allows the transacting client to request for a formal partnership with the Gurong Pahinungód Program through a Memorandum of Agreement (MOA). The request supports collaborative efforts to deploy UP Volunteer teachers and promote educational development in underserved communities

Office or Division	Ugnayan ng Pahinungód System
Classification	Highly Technical
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	UP Students, UP Student Organizations, Other Universities and Colleges, Public Schools, Government Agencies, Local Government Units, and Non-Government Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Formal request letter addressed to the System Director (1 Digital Copy)	Requesting party
2. A brief proposal with the following details (1 Digital Copy or 1 Physical Copy): - Rationale - Proposed Activity Date - Target Participants - Program / Activity Objectives, - Brief Description of Requested Program /Activity - Proposed Stakeholder Responsibilities - Budgetary Requirements (if any)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit formal request with the attachments in PDF via email at pahinungod.upsys@up.edu.ph or the hard copy at Pahinungód Office at Rm 604, Student Union	1.1 Receive and check the completeness of the requirements.	None	4 Hours	<i>Executive Assistant III</i> UP/OC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Building, UP Diliman, Quezon City.				
	1.2 Once complete UP/OC will issue acknowledgement slip. UP/OC will request for additional information, if needed; and will coordinate the request to its network.	None	4 Hours	<i>Executive Assistant III</i> UP/OC
	1.3 Draft MOA and endorse it to the Office of the Vice President for Legal Affairs (OVPLA) for review.	None	7 Days	<i>Director</i> UP/OC
2. Receive information of partnership initiation.	2.1 Inform the client that the partnership is already initiated, pending the clearance from OVPLA.	None	1 Day	<i>Director</i> UP/OC
TOTAL		None	9 Days	



UGNAYAN NG PAHINUNGOD SYSTEM INTERNAL SERVICES

1. REQUEST FOR PAHINUNGÓD DOCUMENTS

This service allows the transacting client to request documents (e.g., memo, letters, modules, copies of program proposals, etc.) to System Office, for their use.

Office or Division	Ugnayan ng Pahinungod System (UP/OC)
Classification	Complex
Type of Transaction	G2G
Who may Avail	Ugnayan ng Pahinungód Offices in Constituent Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Formal request letter addressed to the System Director	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to the UP/OC via email to pahinungod.upsys@up.edu.ph	1.1 Receive the request letter and will search for the requested document.	None	1 Day	<i>Executive Assistant III</i> UP/OC
2. Receive response from UP/OC.	1.2. Provide requested documents to the client. If the document will come from another UP Constituent Unit, refer to the client to the concerned office.	None	4 Days	<i>Executive Assistant III</i> UP/OC
TOTAL		None	5 Days	

2. REQUEST FOR PARTNERSHIP IN PUBLIC SERVICE PROJECTS AND ACTIVITIES

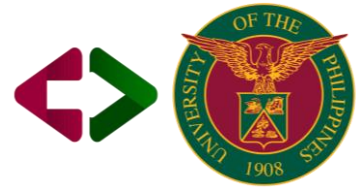
This service allows the transacting client to request for a formal partnership in Public service projects and activities. The UP/OC may provide partnership in public service projects and activities

Office or Division	Ugnayan ng Pahinungód System
Classification	Highly Technical
Type of Transaction	G2G
Who may Avail	Ugnayan ng Pahinungód Offices in Constituent Universities, Other Units in UP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Formal request letter addressed to the System Director (1 Digital Copy)	Requesting party
2. A brief proposal with the following details (1 Digital Copy): - Rationale - Proposed Activity Date - Target Participants - Program / Activity Objectives, - Brief Description of Requested Program /Activity - Proposed Stakeholder Responsibilities - Budgetary Requirements (if any)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request and documents to Ugnayan ng Pahinungod (UP/OC) via email at pahinungod.upsys@up.edu.ph)	1.1 Receive the request and proposal.	None	1 Day	<i>Executive Assistant UP/OC</i>
	1.2 The Director together with the staff evaluate the feasibility of the proposed partnership.	None	5 Days	<i>Director UP/OC</i>
	1.2 Assign a staff member as focal	None	1 Day	<i>Director UP/OC</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	person for the partnership.			
	1.3 Set meetings with appropriate/ concerned parties (experts in the field, researchers who have done similar work, etc).	None	2 Days	<i>Director UP/OC</i>
	1.4 Do research on the proposed partnership (library work, online research, interviews, etc).	None	4 Days	<i>Director UP/OC</i>
3. Receive decision from the UP/OC.	3.1 The UP/OC System Office communicates the decision to the proponent. Note: In certain cases, the UP/OC will call for a meeting before finalizing their decision.	None	3 Days	<i>Director UP/OC</i>
TOTAL		None	16 Days	



**OFFICE OF THE VICE PRESIDENT FOR
DIGITAL TRANSFORMATION
EXTERNAL SERVICES**

1. REQUEST FOR TRAINING ON IT AND DX-RELATED COMPETENCIES

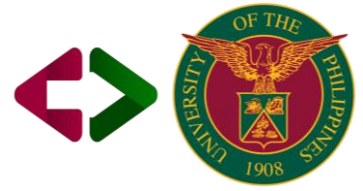
A request seeking approval to conduct training sessions focused on enhancing IT and Digital Transformation (DX)–related competencies of external stakeholders.

Office or Division	Office of the Vice President for Digital Transformation
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	Other Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request, with following attachments, duly signed by the head of agency: • Proposal with Budgetary Requirements • Appropriate Legal Basis (MOA/MOU)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter and other attachments to OVPDx at ovpdx@up.edu.ph Note: Incomplete or non-compliant submission shall be returned for appropriate action.	1.1 Acknowledge the request letter from the client.	None	30 Minutes	VP for Digital Transformation OVPDx
	1.2 Refer to the Senior Project Manager.	None	30 minutes	VP for Digital Transformation OVPDx
	1.3 Evaluate the request from the client.	None	3 Days	VP for Digital Transformation OVPDx
	1.4 Prepare a proper endorsement to the Vice President.	None	2 Days	VP for Digital Transformation OVPDx
2. Attend a meeting with the VP for Digital Transformation.	2.1 Meet with the client to discuss the details and	None	1 Day	VP for Digital Transformation OVPDx

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	have initial agreements.			
	2.2 Prepare a letter of approval for the client.	None	6 Hours, 30 Minutes	<i>VP for Digital Transformation OVPDx</i>
3. Receive signed proposal from OVPDx.	3.1 Send the letter of approval to the client	None	30 minutes	<i>VP for Digital Transformation OVPDx</i>
TOTAL		None	7 Days	



**OFFICE OF THE VICE PRESIDENT FOR
DIGITAL TRANSFORMATION
INTERNAL SERVICES**

1. REQUEST FOR EVALUATION AND ENDORSEMENT OF DIGITAL TRANSFORMATION INITIATIVE PROPOSALS

A request for the technical evaluation and VP endorsement for the proposed digital transformation initiative ensuring its alignment with institutional priorities and standards.

Office or Division	Office of the Vice President for Digital Transformation
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Offices and Units UP Constituent Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request, with following attachments, duly signed by the head of unit: • Proposal with Budgetary Requirements • Appropriate Legal Basis (MOA/MOU)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter and other attachments to OVPDx at ovpdx@up.edu.ph Note: Incomplete or non-compliant submission shall be returned for appropriate action.	1.1 Acknowledge the request letter from the client.	None	30 Minutes	VP for Digital Transformation OVPDx
	1.2 Refer to the Senior Project Manager.	None	30 Minutes	VP for Digital Transformation OVPDx
	1.3 Evaluate the request from the client.	None	3 Days	VP for Digital Transformation OVPDx
	1.4 Prepare a proper endorsement to the Vice President.	None	2 Days	VP for Digital Transformation OVPDx

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Attend a meeting with the VP for Digital Transformation.	2.1 Meet with the client to discuss the details and have initial agreements.	None	1 Day	<i>VP for Digital Transformation</i> OVPDx
	2.2 Prepare a letter of approval for the client.	None	6 Hours, 30 Minutes	<i>VP for Digital Transformation</i> OVPDx
3. Receive signed proposal from OVPDx.	3.1 Send the letter of approval to the client	None	30 Minutes	<i>VP for Digital Transformation</i> OVPDx
TOTAL		None	7 Days	

2. REQUEST FOR THE EVALUATION AND ENDORSEMENT OF THE PROCUREMENT OF ICT EQUIPMENT

A request for the technical evaluation and VP endorsement for the proposed procurement of ICT equipment ensuring its compliance with technical requirements and institutional standards.

Office or Division	Office of the Vice President for Digital Transformation
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP SA Offices UP CU Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Review and Endorsement	
1. Letter request (1 Digital Copy) a. Signed by the Chancellor of UP CUs b. Signed by the Head of Unit for UPSA c. With a delegated signature panel for the VPDx on his endorsement	Requesting Party
2. Abstract of quotations with a minimum of three quotations from suppliers	Requesting Party
3. Basis of and actual technical specifications	Requesting Party
4. Proposal with Rationale, Utilization Plan, and End-Users	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit proposal (with required documents) to the OVPDx through the Document Routing System (DRS).	1.1 Receive the client proposal via DRS	None	1 Hour	VP for Digital Transformation OVPDx
	1.1 Check the completeness of the documents required	None	4 Hours	VP for Digital Transformation OVPDx
	1.2 Refer the proposal to OVPDx-ITDC for evaluation.	None	1 Day	VP for Digital Transformation OVPDx

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Evaluate the technical specifications and amount based on the de facto ITSES Policy Reviewer and return to OVPDx with comments or endorsement.	None	3 Days	Director ITDC
Not Compliant				
	1.4 Receive endorsement / comment from ITDC. If not compliant, return to the requesting party for appropriate action.	None	1 Hour	VP for Digital Transformation OVPDx
TOTAL (if not compliant)		None	4 Days, 6 Hours	
	1.2.1 If not compliant with ITDC evaluation, inform client, return request to the client through DRS for appropriate action	None	1 Hour	VP for Digital Transformation OVPDx
	1.2.2 If compliant with ITDC evaluation, endorse proposal to VPDx for endorsement through DRS	None	1 Day	Director ITDC
	1.3 VPDx affix signature to officially endorse the proposal through DRS	None	1 Day	VP for Digital Transformation OVPDx

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 OVPDx receives signed proposal from VPDx through DRS	None	1 Day	<i>VP for Digital Transformation</i> OVPDx
2. Receive signed proposal from OVPDx	2.1 Release of signed proposal to the client	None	1 Hour	<i>VP for Digital Transformation</i> OVPDx
TOTAL		None	8 Days	

3. REQUEST FOR TRAINING ON IT AND DX-RELATED COMPETENCIES

A request seeking approval to conduct training sessions focused on enhancing IT and Digital Transformation (DX)–related competencies of internal UP stakeholders.

Office or Division	Office of the Vice President for Digital Transformation
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Offices and Units UP Constituent Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request, with following attachments, duly signed by the head of agency: • Proposal with Budgetary Requirements • Appropriate Legal Basis (MOA/MOU)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter and other attachments to OVPDx at ovpdx@up.edu.ph Note: Incomplete or non-compliant submission shall be returned for appropriate action.	1.1 Acknowledge the request letter from the client.	None	30 minutes	VP for Digital Transformation OVPDx
	1.2 Refer to the Senior Project Manager.	None	30 Minutes	VP for Digital Transformation OVPDx
	1.3 Evaluate the request from the client.	None	3 Days	VP for Digital Transformation OVPDx
	1.4 Prepare a proper endorsement to the Vice President.	None	2 Days	VP for Digital Transformation OVPDx
2. Attend a meeting with the	2.1 Meet with the client to discuss the details and	None	1 Day	VP for Digital Transformation

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
VP for Digital Transformation.	have initial agreements.			OVPDx
	2.2 Prepare a letter of approval for the client.	None	6 Hours, 30 Minutes	<i>VP for Digital Transformation</i> OVPDx
3. Receive signed proposal from OVPDx.	3.1 Send the letter of approval to the client	None	30 Minutes	<i>VP for Digital Transformation</i> OVPDx
TOTAL		None	7 Days	

INFORMATION TECHNOLOGY DEVELOPMENT CENTER EXTERNAL SERVICES

1. REQUEST ON MICROSOFT 365 CONCERNS FOR UP STUDENTS

This involves providing assistance related to Microsoft 365 to UP students.

Office or Division	Information Technology Development Center – Helpdesk Team
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	UP Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filing/submitting of ticket at the UP System ICT Support ticketing portal.	https://ictsupport.up.edu.ph/
2. Proof of Enrolment such Form 5 or UP ID (1 Digital Copy)	Respective Office of the University Registrars (OURs) of the CUs

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the UP System ICT Support Ticketing Portal and upload/attach supporting document.	1.1 Triage and assign the ticket to the team/staff who will process the licenses	None	15 Minutes	Information Technology Officer II ITDC
	1.2 Process request.	None	2 Days	Information Technology Officer II ITDC
2. Receive access to requested software.	2.1 inform the requester that they have been provisioned the software license/s.	None	15 Minutes	Information Technology Officer II ITDC
TOTAL		None	2 Days, 30 Minutes	

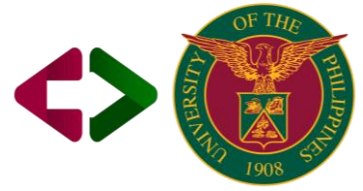
2. REQUEST ON ZOOM LICENSE CONCERNS FOR UP STUDENTS

This involves providing technical assistance regarding Zoom licenses for individual use of UP Students.

Office or Division	Information Technology Development Center – Helpdesk Team
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	UP Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filing/submitting of ticket at the UP System ICT Support ticketing portal.	https://ictsupport.up.edu.ph/
2. Proof of Enrolment such Form 5 or UP ID (1 Digital Copy)	Respective Office of the University Registrars (OURs) of the CUs

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Zoom via the UP System ICT Support Ticketing Portal and upload/attach supporting document.	1.1 Triage and assign the ticket to the team/staff who will process the licenses	None	15 Minutes	Information Technology Officer II ITDC
	1.2 Process request.	None	2 Days	Information Technology Officer II ITDC
2. Receive access to requested software.	2.1 informs the requester that they have been provisioned the software license/s	None	15 Minutes	Information Technology Officer II ITDC
TOTAL		None	2 Days, 30 Minutes	



**INFORMATION TECHNOLOGY DEVELOPMENT
CENTER
INTERNAL SERVICES**

1. REQUEST FOR DOCUMENT ROUTING SYSTEM (DRS) REGISTRATION OF UP OFFICES/UNITS

This involves the provision of access to the UP DRS to the offices of UP. The office needs to provide details of their specific personnel who will be granted access to their unit's Office within the DRS.

Office or Division	Information Technology Development Center – Communications Team, DRS/Software Engineering Team
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request (1 Digital Copy) with the following information: • Full names and UP Mail accounts (@up.edu.ph) of the staff/personnel of the office that they want to be registered in the DRS. • Full name of the office, and their Constituent University (CU)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the official letter of request to ITDC through the UP DRS. Note: For those who do not have access to the DRS yet, the request letter should be submitted via email to itdc_info@up.edu.ph .	1.1 Receive the official request and review the information provided.	None	30 Minutes	Director ITDC
	1.2 Process request.	None	5 Hours	Director ITDC
2. Receive system-generated email notification	2.1 Release notification of registration of	None	30 Minutes	Director ITDC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
of successful registration to DRS.	account in the DRS.			
TOTAL		None	6 Hours	

2. REQUEST FOR LEVEL 1 SUPPORT FOR BULSA

This involves providing Level 1 technical support for the information system BULSA, as detailed in the next page.

Office or Division	Information Technology Development Center – Helpdesk Team
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration UP Constituent Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filing/submitting of ticket at the UP System ICT Support ticketing portal.	https://ictsupport.up.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the UP System ICT Support Ticketing Portal.	1.1 Triage and assign the ticket to the team/staff who will process the licenses	None	15 Minutes	Information Technology Officer II ITDC
	1.2 Process request.	None	2 Days	Information Technology Officer II ITDC
2. Receive response of resolution of issue.	2.1 Inform the requester that the issue has been issued or resolved.	None	15 Minutes	Information Technology Officer II ITDC
TOTAL		None	2 Days, 30 Minutes	

Issued covered in this Service Specifications Table

General

- Feature Request / Suggestion
- General BULSA Inquiry

User Management & Access

- Account Creation
- Login Issues / Unable to Log In
- Adding or Modifying User Roles
- Request to Add Module Access to a Role
- User Role Concerns
- UPD BULSA Concerns

Data & Records

- Incorrect Personal Details
- Payee Registration
- Deletion of Duplicate Payee
- Request to Add/Update Bank Accounts or TIN
- Request to Update Employee Status (Non-UP to UP)
- Updating Mother/Primary Unit
- Request to Update Unit Head
- Request to Add Additional Project Leader
- Supplier-Related Concerns
- Unit Creation

Financial Processing & Approvals

- Budget Clearance-Related Concerns
- Budget Clearance Approval Flow Concern
- Disbursement Voucher Approval Flow Concern
- Obligation Request/Budget Utilization Request Approval Flow Concern
- Fund Source Assignment Concern
- Billing and Collection Concern
- Disbursement Voucher Processing
- Obligation Request/Budget Utilization Request Processing

3. REQUEST FOR LEVEL 1 SUPPORT FOR PUSO

This involves providing Level 1 technical support for the information system PUSO, as detailed in the next page.

Office or Division	Information Technology Development Center – Helpdesk Team
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration UP Constituent Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filing/submitting of ticket at the UP System ICT Support ticketing portal.	https://ictsupport.up.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the UP System ICT Support Ticketing Portal.	1.1 Triage and assign the ticket to the team/staff who will process the licenses	None	15 Minutes	Information Technology Officer II ITDC
	1.2 Process request.	None	2 Days	Information Technology Officer II ITDC
2. Receive response of resolution of issue.	2.1 Inform the requester that the issue has been issued or resolved.	None	15 Minutes	Information Technology Officer II ITDC
TOTAL		None	2 Days, 30 Minutes	

Issued covered in this Service Specifications Table

- Feature Request / Suggestion (PUSO to BULSA)
- General PUSO Inquiry
- Account Creation
- Additional Employee Role from other CU
- Additional Workflow status
- Basic Paper Processing
- Data Discrepancy/Incorrect Information
- Data Record Sync Concern
- Document Request Concern
- Issue with Approval Workflow
- Login Issue / Unable to Log In
- Plantilla Processing
- Request for Additional Role/Permission
- Request for tagging to other CU
- Request to Update Personal Data

4. REQUEST FOR LEVEL 2 SUPPORT FOR BULSA

This involves providing Level 2 technical support for the information system BULSA for the following concerns:

- Functions / Buttons are not working as expected
- Slow Performance / System Lagging

Office or Division	Information Technology Development Center – Helpdesk Team
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration UP Constituent Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filing/submitting of ticket at the UP System ICT Support ticketing portal.	https://ictsupport.up.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the UP System ICT Support Ticketing Portal.	1.1 Triage and assign the ticket to the team/staff who will process the licenses	None	15 Minutes	<i>Information Technology Officer II</i> ITDC
	1.2 Process request.	None	2 Days	<i>Information Technology Officer II</i> ITDC
2. Receive response of resolution of issue.	2.1 Inform the requester that the issue has been issued or resolved.	None	15 Minutes	<i>Information Technology Officer II</i> ITDC
TOTAL		None	2 Days, 30 Minutes	

5. REQUEST FOR LEVEL 2 SUPPORT FOR PUSO

This involves providing Level 2 technical support for the information system PUSO for the following concerns:

- Functions / Buttons are not working as expected
- Slow Performance / System Lagging

Office or Division	Information Technology Development Center – Helpdesk Team
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration UP Constituent Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filing/submitting of ticket at the UP System ICT Support ticketing portal.	https://ictsupport.up.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the UP System ICT Support Ticketing Portal.	1.1 Triage and assign the ticket to the team/staff who will process the licenses	None	15 Minutes	Information Technology Officer II ITDC
	1.2 Process request.	None	2 Days	Information Technology Officer II ITDC
2. Receive response of resolution of issue.	2.1 Inform the requester that the issue has been issued or resolved.	None	15 Minutes	Information Technology Officer II ITDC
TOTAL		None	2 Days, 30 Minutes	

6. REQUEST FOR TECHNICAL SUPPORT (SIMPLE)

This involves the provision of technical assistance to employees and offices under the UP System on simple issues indicated below.

Office or Division	Information Technology Development Center – Network and Technical Operations Team
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filing/submitting of ticket at the UP System ICT Support ticketing portal.	https://ictsupport.up.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the UP System ICT Support Ticketing Portal.	1.1 Triage and assign the ticket to the team/staff who will process the licenses	None	15 Minutes	<i>Information Technology Officer II</i> ITDC
	1.2 Process request.	None	2 Days	<i>Computer Programmer III</i> ITDC
2. Receive response of resolution of issue.	2.1 Inform the requester that the issue has been issued or resolved.	None	15 Minutes	<i>Computer Programmer III</i> ITDC
TOTAL		None	2 Days, 30 Minutes	

Issued covered in this Service Specifications Table

Printer issues

- Printer Configuration
- Printer driver installation per user
- Troubleshooting non-responsive or offline printers

Network connectivity issues

- Wi-Fi connection issues (SSID not found, incorrect credentials)
- MAC address registration for secure network access
- Activating or configuring an existing port

Software Installation & Configuration

- Deployment of productivity tools (e.g., Microsoft Office, Adobe Reader)
- Installation of approved applications
- Browser setup and configuration (e.g., Chrome, Edge, Firefox)
- Update OS/ browser version

Internet monitoring for meetings/trainings/webinars for UP System Offices

7. REQUEST FOR TECHNICAL SUPPORT (COMPLEX)

This involves the provision of technical assistance to employees and offices under the UP System on complex issues indicated below.

Office or Division	Information Technology Development Center – Network and Technical Operations Team
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filing/submitting of ticket at the UP System ICT Support ticketing portal.	https://ictsupport.up.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the UP System ICT Support Ticketing Portal.	1.1 Triage and assign the ticket to the team/staff who will process the licenses	None	30 Minutes	<i>Information Technology Officer II</i> ITDC
	1.2 Process request.	None	6 Days, 23 Hours	<i>Computer Programmer III</i> ITDC
2. Receive response of resolution of issue.	2.1 Inform the requester that the issue has been issued or resolved.	None	30 Minutes	<i>Computer Programmer III</i> ITDC
TOTAL		None	7 Days	

Issued covered in this Service Specifications Table

New Equipment Setup

- Desktop, laptop, or workstation setup
- Printer/Scanner Network Installation

Network connectivity issues such as:

- Ethernet (LAN) connection / network equipment troubleshooting
- Virtual Private Network Setup
- Network equipment deployment (access point, switch,router etc)

Internet Setup for Events

8. REQUEST FOR TECHNICAL SUPPORT (HIGHLY TECHNICAL)

This involves the provision of technical assistance to employees and offices under the UP System on highly technical issues indicated below.

Office or Division	Information Technology Development Center – Network and Technical Operations Team
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filing/submitting of ticket at the UP System ICT Support ticketing portal.	https://ictsupport.up.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the UP System ICT Support Ticketing Portal.	1.1 Triage and assign the ticket to the team/staff who will process the licenses	None	30 Minutes	<i>Information Technology Officer II</i> ITDC
	1.2 Process request.	None	19 Days, 23 Hours	<i>Computer Programmer III</i> ITDC
2. Receive response of resolution of issue.	2.1 Inform the requester that the issue has been issued or resolved.	None	30 Minutes	<i>Computer Programmer III</i> ITDC
TOTAL		None	20 Days	

Issued covered in this Service Specifications Table

IT Security

- Firewall, antivirus, endpoint security setup
- Firewall Policy creation

Server Creation

- Server Configuration
- Deployment of application/database servers
- Server Virtualization

9. REQUEST FOR TECHNICAL SUPPORT ON SPECIFIC ONLINE APPLICATIONS/SITES MANAGED BY ITDC (SIMPLE)

This involves the provision of technical support to users and offices under the UP System Administration regarding complex technical support requests on specific online applications/sites managed by ITDC, such as:

- Login issues
- Content management

Office or Division	Information Technology Development Center – Software Engineering Team
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filing/submitting of ticket at the UP System ICT Support ticketing portal.	https://ictsupport.up.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the UP System ICT Support Ticketing Portal.	1.1 Triage and assign the ticket to the team/staff who will process the licenses	None	15 Minutes	<i>Information Technology Officer II</i> ITDC
	1.2 Process request.	None	2 Days	<i>Director</i> ITDC
2. Receive response of resolution of issue.	2.1 Inform the requester that the issue has been issued or resolved.	None	15 Minutes	<i>Director</i> ITDC
TOTAL		None	2 Days, 1 Hour	

10. REQUEST FOR TECHNICAL SUPPORT ON SPECIFIC ONLINE APPLICATIONS/SITES MANAGED BY ITDC (COMPLEX)

This involves the provision of technical support to users and offices under the UP System Administration regarding complex technical support requests on specific online applications/sites managed by ITDC, such as:

- Server and database issues
- Functionality bugs
- Plugin issues
- Site accessibility

Office or Division	Information Technology Development Center – Software Engineering Team
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filing/submitting of ticket at the UP System ICT Support ticketing portal.	https://ictsupport.up.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the UP System ICT Support Ticketing Portal.	1.1 Triage and assign the ticket to the team/staff who will process the licenses	None	15 Minutes	<i>Information Technology Officer II</i> ITDC
	1.2 Process request.	None	6 Days	<i>Director</i> ITDC
2. Receive response of resolution of issue.	2.1 Inform the requester that the issue has been issued or resolved.	None	15 Minutes	<i>Director</i> ITDC
TOTAL		None	6 Days, 1 Hour	

11. REQUEST FOR TECHNICAL SUPPORT ON SPECIFIC ONLINE APPLICATIONS/SITES MANAGED BY ITDC (HIGHLY TECHNICAL)

This involves the provision of technical support to users and offices under the UP System Administration regarding complex technical support requests on specific online applications/sites managed by ITDC, such as:

- Template or theme issues
- Security issues
- Compatibility issues

Office or Division	Information Technology Development Center – Software Engineering Team
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filing/submitting of ticket at the UP System ICT Support ticketing portal.	https://ictsupport.up.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the UP System ICT Support Ticketing Portal.	1.1 Triage and assign the ticket to the team/staff who will process the licenses	None	30 Minutes	<i>Information Technology Officer II</i> ITDC
	1.2 Process request.	None	19 Days	<i>Director</i> ITDC
2. Receive response of resolution of issue.	2.1 Inform the requester that the issue has been issued or resolved.	None	30 Minutes	<i>Director</i> ITDC
TOTAL		None	19 Days, 1 Hour	

12. REQUEST FOR UP MAIL FOR UP OFFICES, UNITS, PROJECTS/EVENTS

This involves the provision of an institutional UP email account to offices/units, projects, or events of the University.

Office or Division	Information Technology Development Center – Helpdesk Team, Communications Team
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request (1 Digital Copy) with the following information: • Preferred username (refer below for syntax) • Name and UP Mail of the sole staff/personnel assigned to manage the institutional UP email (only 1 staff/personnel must be the manager) • Purpose of the UP Mail • For UP Mail Accounts for temporary use, duration or period of effectivity Note: For offices/units under the UP PGH, the request must be endorsed by Head or Chief of PGH IT Office.	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the official letter of request to ITDC through the UP DRS. Note: For those who do not have access to the DRS yet, the request letter should be submitted via email to	1.1 Receive the official request and review the information provided.	None	30 Minutes	Director ITDC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
itdc_info@up.edu.ph .				
	1.2 Route the request for approval of the Deputy Director.	None	2 Hours	<i>Director ITDC</i>
	1.2 Process request.	None	2 Days	<i>Information Technology Officer II ITDC</i>
2. Receive UP Mail credentials.	2.1 Release notification of creation of account.	None	30 Minutes	<i>Director ITDC</i>
TOTAL		None	2 Days, 3 Hours	

Syntax for UP Mail Accounts

(preferred username).updiliman@up.edu.ph
(preferred username).upd@up.edu.ph

(preferred username).upmanila@up.edu.ph
(preferred username).upm@up.edu.ph

(preferred username).upbaguio@up.edu.ph
(preferred username).upb@up.edu.ph

(preferred username).uplosbanos@up.edu.ph
(preferred username).uplb@up.edu.ph

(preferred username).upmindanao@up.edu.ph
(preferred username).upmin@up.edu.ph

(preferred username).upvisayas@up.edu.ph
(preferred username).upv@up.edu.ph

(preferred username).upcebu@up.edu.ph
(preferred username).upc@up.edu.ph

(preferred username).upou@up.edu.ph

(preferred username).uppggh@up.edu.ph

13. REQUEST FOR ZOOM WEBINAR LICENSE RESERVATIONS FOR TEMPORARY ASSIGNMENT

As the University's Zoom Webinar Licenses are limited and are used by various UP units, they are on a time-sharing basis. Offices will need to request a reservation in advance to temporarily use Zoom Webinar Licenses for their online events/webinars.

Office or Division	Information Technology Development Center – Helpdesk Team, Communications Team
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request (1 Digital Copy) with the following information: • Schedule of the program that the Zoom license will be used • UP Mail account who will be given temporary access • Number of attendees	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the official letter of request to ITDC through the UP DRS. Note: For those who do not have access to the DRS yet, the request letter should be submitted via email to itdc_info@up.edu.ph .	1.1 Receive the official request and review the information provided.	None	30 Minutes	Director ITDC
	1.2 Review the request, check the schedule, reserve the requested dates, and inform Helpdesk regarding the reservation.	None	1 Hour	Director ITDC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive confirmation of Zoom Webinar access.	2.1 Inform the requesting office regarding their reservations for the temporary use of the Zoom license.	None	30 Minutes	<i>Director</i> ITDC
TOTAL		None	2 Hours	

14. REQUEST ON MICROSOFT 365 CONCERNS UP EMPLOYEES

This involves providing assistance related to Microsoft 365 to UP faculty and administrative staff.

Office or Division	Information Technology Development Center – Helpdesk Team
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Employees and Contract Workers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filing/submitting of ticket at the UP System ICT Support ticketing portal.	https://ictsupport.up.edu.ph/
2. Proof of Employment (1 Digital Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the UP System ICT Support Ticketing Portal.	1.1 Triage and assign the ticket to the team/staff who will process the Microsoft 365 request.	None	15 Minutes	Information Technology Officer II ITDC
	1.2 Process request.	None	2 Days	Information Technology Officer II ITDC
2. Receive response of resolution of issue.	2.1 Inform the requester that the issue has been processed or resolved.	None	15 Minutes	Information Technology Officer II ITDC
TOTAL		None	2 Days, 30 Minutes	

15. REQUEST ON UP MAIL CONCERNS FOR UP SYSTEM ADMINISTRATION EMPLOYEES

This involves the provision of assistance related to UP email accounts of employees under the UP System Administration offices and their sub-units.

Office or Division	Information Technology Development Center – Helpdesk Team
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPSA Employees and Contract Workers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filing/submitting of ticket at the UP System ICT Support ticketing portal.	https://ictsupport.up.edu.ph/
2. Proof of Employment (1 Digital Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the UP System ICT Support Ticketing Portal.	1.1 Triage and assign the ticket to the team/staff who will process the licenses	None	15Minutes	<i>Information Technology Officer II</i> ITDC
	1.2 Process request.	None	2 Days	<i>Information Technology Officer II</i> ITDC
2. Receive response of resolution of issue.	2.1 Inform the requester that the issue has been issued or resolved.	None	15 Minutes	<i>Information Technology Officer II</i> ITDC
TOTAL		None	2 Days, 30 Minutes	

16. REQUEST ON ZOOM CONCERNS FOR UP EMPLOYEES

This involves providing technical assistance regarding Zoom license for individual use of UP faculty and administrative staff.

Office or Division	Information Technology Development Center – Helpdesk Team
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Employees and Contract Workers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filing/submitting of ticket at the UP System ICT Support ticketing portal.	https://ictsupport.up.edu.ph/
2. Proof of Employment (1 Digital Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the UP System ICT Support Ticketing Portal.	1.1 Triage and assign the ticket to the team/staff who will process the licenses	None	15Minutes	Information Technology Officer II ITDC
	1.2 Process request.	None	2 Days	Information Technology Officer II ITDC
2. Receive response of resolution of issue.	2.1 Inform the requester that the issue has been issued or resolved.	None	15 Minutes	Information Technology Officer II ITDC
TOTAL		None	2 Days, 30 Minutes	

17. REVIEW OF REQUEST FOR INITIATION OF DESIGN AND DEVELOPMENT OF ONLINE APPLICATIONS OR PORTALS FOR UP SYSTEM OFFICES

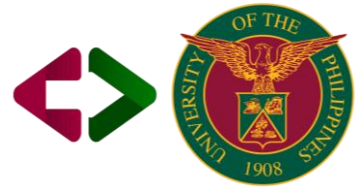
This involves reviewing the requests for design and development of online applications or portals of UP System Administration Offices.

Office or Division	Information Technology Development Center – Software Engineering Team
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Offices / Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request (1 Digital Copy) with the following information: • Business requirements • Functional and non-functional requirements • Technical requirements • UI/UX guidelines • Data and content requirements • User roles and access • Timeline, budget, and other requirements	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the official letter of request to ITDC through the UP DRS. Note: For those who do not have access to the DRS yet, the request letter should be submitted via email to itdc_info@up.edu.ph .	1.1 Review the request and forward it to the Software Engineering Team for processing upon initial assessment and approval.	None	5 Days	Director ITDC
2. Attend the meeting.	2. Set and attend a meeting with the requesting party to discuss the	None	10 Days	Director ITDC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	complete details of the request (requirements gathering phase). Note: This may require multiple meetings.			
3. Receive the report and coordinate regularly.	3.1 Prepare assessment report as proof of project initiation, based on the client's requirements.	None	5 Days	<i>Director</i> ITDC
TOTAL		None	20 Days	



**OFFICE OF THE VICE PRESIDENT FOR
RESEARCH AND INNOVATION
INTERNAL SERVICES**

1. PROCESSING OF APPLICATION TO THE INTERNATIONAL PUBLICATION AWARD

The purpose of the award is to encourage faculty, REPS, and students to contribute to the body of knowledge in their respective fields/disciplines by publishing in internationally respected journals that are peer-reviewed and adhere to high standards of scholarship.

This service facilitates the evaluation of applications for the International Publication Award (IPA) of eligible UP faculty, REPS, UP Staff and UP students and the subsequent release of the monetary award.

Office or Division	Office of the Vice President for Research and Innovation
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Faculty, REPS, Project Personnel, UP Student, Administrative and Medical Staff, UP Unit (Institute, Department, Center, etc.)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Submission of the following fully accomplished digital forms: 2. IPA Form 4.1 (IPA Application Form - Journal Article) 3. IPA Form 4.2 (Layman's Summary) 4. IPA Form 4.3 (Notice of Award for Institutional Award Form) 5. IPA Form 4.4 (IPA Application Form - Book/Book Chapter) Note: All documents are to be submitted in Digital Form.	IPA digital forms are accessible at these links: https://tinyurl.com/IPAform4-1 (IPA Form 4.1) https://tinyurl.com/IPAform4-2 (IPA Form 4.2) https://tinyurl.com/IPAform4-3 (IPA Form 4.3) https://tinyurl.com/IPAform4-4 (IPA Form 4.4)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a fully accomplished Application Form via the IPA Google Form link/s: http://bit.ly/IPA4-1 (Journal Article Information and Application Form). http://bit.ly/IPA4-4 (Book/Book	1.1. Receive the application from the applicant.	None	5 Minutes	AVP for Research OVPRI

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Chapter Application and Information Form)				
	1.2. Assess the application based on eligibility requirements.	None	30 Minutes	<i>AVP for Research OVPRI</i>
	1.3. Evaluate the monetary award based on amounts stated in IPA guidelines.	None	5 Minutes	<i>AVP for Research OVPRI</i>
	1.4 Generate certificate for the author share and unit share of eligible IPA recipients.	None	30 Minutes	<i>AVP for Research OVPRI</i>
	1.5 Conduct the final review of the IPA application and ensure the correctness of the certificate.	None	30 Minutes	<i>AVP for Research OVPRI</i>
	1.6 Forward reviewed application for endorsement of AVP for Research	None	5 Minutes	<i>AVP for Research OVPRI</i>
	1.7 Prepare endorsement for VPRI approval	None	10 Minutes	<i>AVP for Research OVPRI</i>
	1.8 Transmit the endorsed application to VPRI for approval.	None	5 Minutes	<i>AVP for Research OVPRI</i>
	1.9 Approve or disapprove endorsed application from AVP for Research	None	10 Minutes	<i>VP for Research and Innovation OVPRI</i>
	1.10 Prepare the summary list of author and unit recipients for	None	1 Hour	<i>AVP for Research OVPRI</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	inclusion in the Transfer of Funds request.			
	1.11 Prepare the letter for Transfer of Fund Request addressed to VP for Planning and Finance(VPPF), for VPRI endorsement	None	6 Minutes	<i>AVP for Research OVPRI</i>
	1.12 Forward the Transfer of Funds request endorsement from AVP for Research to VPRI for endorsement.	None	4 Minutes	<i>AVP for Research OVPRI</i>
	1.13 Signs the endorsement for approval of the Transfer of Funds request	None	10 Minutes	<i>VP for Research and Innovation OVPRI</i>
	1.13 Submit the endorsed Transfer of Funds request for approval of VPPF to the Office of the Vice President for Planning and Finance (OVPPF) through the Document Routing System (DRS).	None	30 Minutes	<i>AVP for Research OVPRI</i>
	1.14 The OVPPF evaluates and processes the Transfer of Fund request.	None	2 Hours	<i>VP for Planning and Finance OVPPF</i>
	1.15 Receive the Funding Check Memo (FCM) through Document	None	5 Minutes	<i>AVP for Research OVPRI</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Routing System (DRS).			
2. Receive email notification from OVPRI.	1.16 Releases certificate and Funding Check Memo (FCM) to the units of International Publication Award (IPA) recipients through email	None	10 Minutes	<i>AVP for Research OVPRI</i>
TOTAL		None	6 Hours, 15 Minutes	

CENTER FOR INTEGRATIVE AND DEVELOPMENT STUDIES EXTERNAL SERVICES

1. REQUEST FOR MANUSCRIPT PUBLICATION AS PEER-REVIEWED JOURNAL ARTICLE FOR THE UPCIDS PHILIPPINE JOURNAL OF PUBLIC POLICY

The process of approval of submitted manuscripts as peer-reviewed journal articles for the UP CIDS' in-house journal, the Philippine Journal of Public Policy (PJPP).

Office or Division	UP Center for Integrative and Development Studies
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Scholars, Faculty Researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Manuscript according to PJPP Guidelines (1 Electronic Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit manuscript via email at pjppcids@up.edu.ph .	1.1 Receive and acknowledge submission.	None	20 Minutes	University Research Associate I UP CIDS
	1.2 Conduct technical check.	None	1 Day	University Researcher IV UP CIDS
	1.3 Send back edits to the author.	None	1 Day	University Researcher IV UP CIDS
2. Receive technical edits and submit revised manuscript.	2.1 Receive and conduct substantive preliminary editorial review	None	5 Days	Executive Director UP CIDS
	2.2 Send back preliminary editorial comments to the author.	None	1 Day	University Researcher IV UP CIDS
3. Revised edits and submit revised manuscript.	3.1 Evaluate approval or disapproval of edited manuscript.	None	1 Day	Executive Director UP CIDS
4. Receive notification.	4. Inform author of acceptance or rejection.	None	15 Minutes	University Researcher IV UP CIDS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	None	9 Days, 35 Minutes	

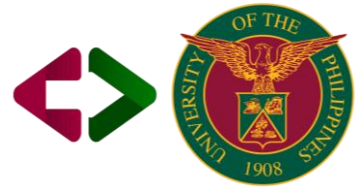
2. REQUEST FOR USE OF BOOKS AND RESOURCES IN UP CIDS

This refers to the use and access of all resources and facilities available in the library.

Office or Division	UP Center for Integrative and Development Studies
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students, Scholars, Faculty Researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Identification Card (1 Original, Physical copy)	Requesting Party as issued by authorized Government Agency
2. Letter of Endorsement, if available (1 Original Copy)	Requesting Party as issued by endorsing unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID or endorsement letter at the Reception Area of UP CIDS Library and Resources at the Lower Ground Floor, Ang Bahay ng Alumni, Magsaysay Ave. UP Diliman, Quezon City.	1.1 Check requirements and allow access to the reading area.	None	7 Minutes	<i>Scientific Documentation Officer II</i> UP CIDS
2. Request material.	2.1 Check database for availability of requested material.	None	15 Minutes	<i>Scientific Documentation Officer II</i> UP CIDS
	2.2 Retrieve the book/research material then give it to the client for room use.	None	15 Minutes	<i>Scientific Documentation Officer II</i> UP CIDS
3. Use or read material and return after use.	3.1 Check borrowed material and return to the shelf.	None.	5 Minutes	<i>Scientific Documentation Officer II</i> UP CIDS
TOTAL		None	42 Minutes	



**CENTER FOR INTEGRATIVE AND
DEVELOPMENT STUDIES
INTERNAL SERVICES**

1. REQUEST FOR MANUSCRIPT PUBLICATION IN THE UPCIDS SERIAL PUBLICATION

The process of approval of submitted manuscript for publication in UPCIDS serial publications (e.g., policy briefs, discussion papers, monographs, proceedings). This publication is for in-house programs/projects output of the Center.

Office or Division	UP Center for Integrative and Development Studies
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP CIDS Research Programs and Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Manuscript according to publication rubrics (1 Electronic Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit manuscript via email at cidspublications@up.edu.ph .	1.1 Receive and acknowledge submission.	None	20 Minutes	<i>University Research Associate I</i> UP CIDS
	1.2 Conduct technical guideline compliance review on manuscript.	None	1 Day	<i>University Researcher IV</i> UP CIDS
	1.3 Send back edits to the author.	None	1 Day	<i>University Researcher IV</i> UP CIDS
2. Receive technical edits and submit revised manuscript.	2.1 Receive and conduct final technical review	None	5 Days	<i>University Researcher IV</i> UP CIDS
	2.2 Send back final technical comments to the author.	None	1 Day	<i>University Researcher IV</i> UP CIDS
3. Revised edits and submit revised manuscript.	3.1 Evaluate approval or disapproval of edited manuscript.	None	1 Day	<i>Executive Director</i> UP CIDS
4. Receive notification.	4. Inform author of acceptance or rejection.	None	15 Minutes	<i>University Researcher IV</i> UP CIDS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		None	9 Days, 35 Minutes	

1. REQUEST FOR USE OF BOOKS AND RESOURCES IN UP CIDS

This refers to the use and access of all resources and facilities available in the library.

Office or Division	UP Center for Integrative and Development Studies
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Identification Card (1 Original, Physical copy)	Requesting Party as issued by authorized Government Agency
2. Letter of Endorsement, if available (1 Original Copy)	Requesting Party as issued by endorsing unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID or endorsement letter at the Reception Area of UP CIDS Library and Resources at the Lower Ground Floor, Ang Bahay ng Alumni, Magsaysay Ave. UP Diliman, Quezon City.	1.1 Check requirements and allow access to the reading area.	None	7 Minutes	<i>Scientific Documentation Officer II</i> UP CIDS
2. Request material.	2.1 Check database for availability of requested material.	None	15 Minutes	<i>Scientific Documentation Officer II</i> UP CIDS
	2.2 Retrieve the book/research material then give it to the client for room use.	None	15 Minutes	<i>Scientific Documentation Officer II</i> UP CIDS
3. Use or read material and return after use.	3.1 Check borrowed material and return to the shelf.	None.	5 Minutes	<i>Scientific Documentation Officer II</i> UP CIDS
TOTAL		None	42 Minutes	



UP-CIFAL PHILIPPINES EXTERNAL SERVICES

1. REQUEST FOR INITIAL MEETING FOR CONDUCT OF RESEARCH AND DEVELOPMENT FOR THE SUSTAINABLE DEVELOPMENT GOALS

This supports UP-CIFAL Philippines' role as a training and research center by advancing academic inquiry in the fields of migration, gender equality, and sustainable development; producing evidence-based resources that inform professional courses and capacity-building programs; assisting partners through collaborative research efforts and technical support.

Office or Division	UP-CIFAL Philippines
Classification	Highly Technical
Type of Transaction	G2G - Government to Government G2B - Government to Business
Who may Avail	Government Agencies, Private Sector

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request transmitted through office email addressed to the Director (1 Digital Copy)	Requesting Party
2. Terms of Reference (1 Digital Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request to cifalphilippines@up.edu.ph addressed to the Director of UP-CIFAL Philippines.	1.1 Receive document and forward to the Director	None	5 Minutes	<i>Director</i> UP-CIFAL Philippines
	1.2 Review request or document and prepare suggested action of UP-CIFAL PH.	None	5 Days	<i>Director</i> UP-CIFAL Philippines
	1.3. Finalize response and sign the document	None	1 Day	<i>Director</i> UP-CIFAL Philippines
2. Receive feedback via email	2.1. Transmit the official response signed by the Director to the client.	None	5 minutes	<i>Director</i> UP-CIFAL Philippines
3. Review response and set	3.1 Prepare necessary documents/require	None	10 Days	<i>Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a meeting to reach an agreement	ments for conduct of the research and development (e.g. Technical Proposal, Line Item Budget, MOA/MOU-if applicable, Identify Experts / Personnel, etc.)			UP-CIFAL Philippines
4. Reply with the final decision to conduct research and development with UP-CIFAL Philippines, and submit Terms of Reference.	4.1. Send the draft Technical Proposal, MOA/MOU-if applicable, Line Item Budget, Instructions for Payment, etc.	None	2 Days	<i>Director</i> UP-CIFAL Philippines
TOTAL		None	18 Days, 10 Minutes	

2. REQUEST FOR INITIAL MEETING FOR IMPLEMENTATION OF CAPACITY BUILDING ACTIVITIES FOR THE SUSTAINABLE DEVELOPMENT GOALS

UP-CIFAL Philippines' Capacity Building Activities are non-learning events such as orientations, conferences, seminar-workshops, fora, webinars, and other related events on the interwoven themes of the 2030 Agenda for Sustainable Development.

Office or Division	UP-CIFAL Philippines
Classification	Highly Technical
Type of Transaction	G2G - Government to Government G2B - Government to Business
Who may Avail	SUCs, Private Sector, Local Government Officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request transmitted through office email addressed to the Director (Digital Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request to cifalphilippines@up.edu.ph addressed to the Director of UP-CIFAL Philippines.	1.1 Receive document and forward to the Director	None	5 Minutes	<i>Director</i> UP-CIFAL Philippines
	1.2 Review request or document and prepare suggested action of UP-CIFAL PH.	None	5 Days	<i>Director</i> UP-CIFAL Philippines
	1.3 Finalize response and sign the document	None	1 Day	<i>Director</i> UP-CIFAL Philippines
2. Receive feedback via email	2.1 Transmit the official response signed by the Director to the client.	None	5 minutes	<i>Director</i> UP-CIFAL Philippines
3. Review response and set a meeting to reach an agreement.	3.1 Prepare necessary documents/requirements for the implementation of the capacity	None	10 Days	<i>Director</i> UP-CIFAL Philippines

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	building activity (e.g. Concept Note, Line Item Budget, MOA/MOU-if applicable, Preliminary Program, Identify Experts, etc.)			
4. Reply with the final decision to participate the UP-CIFAL Philippines' Capacity Building Activity	4.1 Send the draft Concept Note, Preliminary Program, MOA/MOU-if applicable, Line Item Budget, Instructions for Payment, etc.	None	2 Days	<i>Director</i> UP-CIFAL Philippines
TOTAL		None	18 Days, 10 Minutes	

3. REQUEST FOR INITIAL MEETING FOR SETTING FOR CONDUCT OF PROFESSIONAL COURSES FOR THE SUSTAINABLE DEVELOPMENT

The professional courses are continuing education for professionals. (1) Professional Course on Global Migration (2) Professional Course on Water Governance (3) Professional Course on Digital Governance and Cybersecurity.

Office or Division	UP-CIFAL Philippines
Classification	Highly Technical
Type of Transaction	G2G - Government to Government G2B - Government to Business
Who may Avail	Professionals from Government Officials and Private Sector

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request transmitted through office email addressed to the Director (1 Digital Copy)	Requesting Party
2. Profile or CV of Learners for Enrollment (1 Digital Copy)	Requesting Party
3. Application Form (1 Digital Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request to cifalphilippines@up.edu.ph addressed to the Director of UP-CIFAL Philippines.	1.1. Receive document and forward to the Director	None	5 Minutes	<i>Director</i> UP-CIFAL Philippines
	1.2. Review request or document and prepare suggested action of UP-CIFAL PH.	None	5 Days	<i>Director</i> UP-CIFAL Philippines
	1.3. Finalize response and sign the document	None	1 Day	<i>Director</i> UP-CIFAL Philippines
2. Receive feedback via email	2.1. Transmit the official response signed by the Director to the client.	None	5 Minutes	<i>Director</i> UP-CIFAL Philippines

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Review response and set a meeting to reach an agreement	3.1. Prepare necessary documents/requirements for conduct of the professional course (e.g. Line Item Budget, MOA/MOU-if applicable, Course Guide, Identify Experts, etc.)	None	10 Days	<i>Director</i> UP-CIFAL Philippines
4. Reply with the final decision to enroll to the UP-CIFAL Philippines' Professional Course, and submit the accomplished application form and profile of learners	4.1. Send the draft MOA/MOU-if applicable, Line Item Budget, Instructions for Payment, etc.	None	2 Days	<i>Director</i> UP-CIFAL Philippines
TOTAL		None	18 Days, 10 Minutes	



UP-CIFAL PHILIPPINES INTERNAL SERVICES

1. REQUEST FOR INITIAL MEETING FOR CONDUCT OF RESEARCH AND DEVELOPMENT FOR THE SUSTAINABLE DEVELOPMENT GOALS

This supports UP-CIFAL Philippines' role as a training and research center by advancing academic inquiry in the fields of migration, gender equality, and sustainable development; producing evidence-based resources that inform professional courses and capacity-building programs; assisting partners through collaborative research efforts and technical support.

Office or Division	UP-CIFAL Philippines
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices, Units, and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request transmitted through office email addressed to the Director (1 Digital Copy)	Requesting Party
2. Terms of Reference (1 Digital Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request to cifalphilippines@up.edu.ph addressed to Michelle R. Palumbarit, PhD, Director, UP-CIFAL Philippines	1.1. Receive document and forward to the Director	None	5 Minutes	Director UP-CIFAL Philippines
	1.2. Review request or document and prepare suggested action of UP-CIFAL PH.	None	5 Days	Director UP-CIFAL Philippines
	1.3. Finalize response and sign the document	None	1 Day	Director UP-CIFAL Philippines
2. Receive feedback via email	2.1. Transmit the official response signed by the Director to the client.	None	5 minutes	Director UP-CIFAL Philippines
3. Review response and set	3.1. Prepare necessary	None	7 Days	Director

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a meeting to reach an agreement	documents/requirements for conduct of the research and development (e.g. Technical Proposal, Line Item Budget, Identify Experts / Personnel, etc.)			UP-CIFAL Philippines
4. Reply with the final decision to conduct research and development with UP-CIFAL Philippines, and submit Terms of Reference	4.1. Send the draft Technical Proposal, MOA/MOU-if applicable, Line Item Budget, Instructions for Payment, etc.	None	2 Days	<i>Director</i> UP-CIFAL Philippines
TOTAL			15 Days, 10 Minutes	

2. REQUEST FOR INITIAL MEETING FOR IMPLEMENTATION OF CAPACITY BUILDING ACTIVITIES FOR THE SUSTAINABLE DEVELOPMENT GOALS

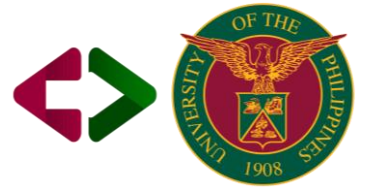
UP-CIFAL Philippines' Capacity Building Activities are non-learning events such as orientations, conferences, seminar-workshops, fora, webinars, and other related events on the interwoven themes of the 2030 Agenda for Sustainable Development.

Office or Division	UP-CIFAL Philippines
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices, Units, and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request transmitted through office email addressed to the Director (Digital Copy)	Requesting Party
2. Endorsement or Approval of Head Unit and Certificate of Availability of Funds re request for the activity (if there's any or yet to be secured)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request to cifalphilippines@up.edu.ph addressed to Michelle R. Palumbarit, PhD, Director, UP-CIFAL Philippines	1.1 Receive document and forward to the Director	None	5 Minutes	<i>Director</i> UP-CIFAL Philippines
	1.2 Review request or document and prepare suggested action of UP-CIFAL PH.	None	5 Days	<i>Director</i> UP-CIFAL Philippines
	1.3 Finalize response and sign the document	None	1 Day	<i>Director</i> UP-CIFAL Philippines
2. Receive feedback via email	2.1 Transmit the official response signed by the Director to the client.	None	5 minutes	<i>Director</i> UP-CIFAL Philippines

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Review response and set a meeting to reach an agreement	3.1 Prepare necessary documents/requirements for the implementation of the capacity building activity (e.g. Concept Note, Line Item Budget, Preliminary Program, Identify Experts, etc.)	None	7 Days	<i>Director</i> UP-CIFAL Philippines
4. Reply with the final decision to participate the UP-CIFAL Philippines' Capacity Building Activity	4.1 Send the draft Concept Note, Preliminary Program, Line Item Budget, Instructions for Payment, etc.	None	2 Days	<i>Director</i> UP-CIFAL Philippines
TOTAL		None	15 Days, 10 Minutes	



KOREA RESEARCH CENTER EXTERNAL SERVICES

1. REQUEST FOR CERTIFICATION AS A CONTRIBUTOR/AUTHOR

The Center provides this service to prepare and issue certificates for contributing authors, reviewers, and the editor-in-chief of the publication and a certificate of employment as research proponents.

Office or Division	UP Korea Research Center
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	Researchers, UP Students, Non-UP Faculty from various HEIs, Institutions, University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request (1 Digital Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a formal letter via email (pkrc@up.edu.ph)	1.1 Receive email and create a draft of the certification to be approved by the director.	None	1 Hour	<i>Director</i> UP KRC
	1.2 Review document.	None	30 Minutes	<i>Director</i> UP KRC
	1.3 Finalize document for transmittal.	None	10 Minutes	<i>Director</i> UP KRC
2. Receive requested documentation.	2.1 Send requested document via email.	None	10 Minutes	<i>Director</i> UP KRC
TOTAL		None	1 Hour and 50 Minutes	

2. REQUEST FOR CONSULTATION/MEETINGS

The UP Korea Research Center (UP KRC) primarily engages in meetings and consultations related to Korean Studies in the Philippines by organizing and co-hosting major academic events and specialized workshops.

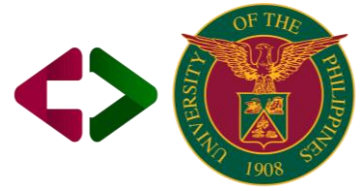
Its invitations serve to gather and foster a community of Filipino Koreanists, promote research, and facilitate academic networking.

Office or Division	UP Korea Research Center
Classification	Complex
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	Researchers UP Students Local and International HEIs, Institutions, University, Organization

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request (1 Digital Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a formal letter via email (pkrc@up.edu.ph)	1.1 Discuss potential topics for contribution in Korean Studies in the Philippines, partner collaborations, etc, via email.	None	1 Day	<i>Director</i> UP KRC
	1.2 Create a clear agenda with specific topics, the desired outcome for each, and time estimates. Define the level of consultation - data gathering, informing, or proposing on partnership.	None	4 Days	<i>Director</i> UP KRC
2. Wait for the confirmation email	2.1 Schedule the time and meeting of the location.	None	1 Day	<i>Director</i> UP KRC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If the stakeholder wants a meeting via zoom, create a link and send the needed information details via thread email.			
	2.2 Prepare the materials (reports, and discussion prompts	None	2 Hours	<i>Director</i> UP KRC
3. Visit the designated venue to hold the meeting. If via zoom, open the designated link.	3.1 Organize the materials needed in the meeting. Discuss further the potential of the meeting.	None	6 Hours	<i>Director</i> UP KRC
TOTAL		None	7 Days	



KOREA RESEARCH CENTER INTERNAL SERVICES

1. REQUEST FOR CERTIFICATION AS A CONTRIBUTOR/AUTHOR

The Center provides this service to prepare and issue certificates for contributing authors, reviewers, and the editor-in-chief of the publication and a certificate of employment as research proponents.

Office or Division	UP Korea Research Center
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	UP Employees (Faculty, Researcher)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request (1 Digital Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a formal letter via email (pkrc@up.edu.ph)	1.1 Receive email and create a draft of the certification to be approved by the director.	None	1 Hour	<i>Director</i> UP KRC
	1.2 Review document.	None	30 Minutes	<i>Director</i> UP KRC
	1.3 Finalize document for transmittal.	None	10 Minutes	<i>Director</i> UP KRC
2. Receive requested documentation.	2.1 Send requested document via email.	None	10 Minutes	<i>Director</i> UP KRC
TOTAL		None	1 Hour and 50 Minutes	

2. REQUEST FOR CONSULTATION/MEETINGS

The UP Korea Research Center (UP KRC) primarily engages in meetings and consultations related to Korean Studies in the Philippines by organizing and co-hosting major academic events and specialized workshops.

Its invitations serve to gather and foster a community of Filipino Koreanists, promote research, and facilitate academic networking.

Office or Division	UP Korea Research Center
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Offices UP Constituent Universities, Units, Offices

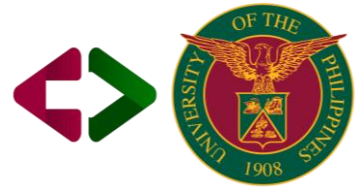
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request (1 Digital Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a formal letter via email (pkrc@up.edu.ph)	1.1 Discuss potential topics for contribution in Korean Studies in the Philippines, partner collaborations, etc, via email.	None	1 Day	<i>Director</i> UP KRC
	1.2 Create a clear agenda with specific topics, the desired outcome for each, and time estimates. Define the level of consultation - data gathering, informing, or proposing on partnership.	None	4 Days	<i>Director</i> UP KRC
2. Wait for the confirmation email	2.1 Schedule the time and meeting of the location. If the stakeholder wants a meeting via zoom, create a	None	1 Day	<i>Director</i> UP KRC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	link and send the needed information details via thread email.			
	2.2 Prepare the materials (reports, and discussion prompts	None	2 Hours	<i>Director</i> UP KRC
3. Visit the designated venue to hold the meeting. If via zoom, open the designated link.	3.1 Organize the materials needed in the meeting. Discuss further the potential of the meeting.	None	1 Day	<i>Director</i> UP KRC
TOTAL		None	7 Days, 2 Hours	



PHILIPPINE GENOME CENTER EXTERNAL SERVICES



**PHILIPPINE GENOME CENTER
ADMINISTRATIVE SECTION
EXTERNAL SERVICES**

1. REQUEST FOR CONFIRMATION OF SERVICE RECORD OF FORMER PGC CONTRACT OF SERVICE AND JOB ORDER

Process in securing applicable certificates for personnel directly hired through UP System's Philippine Genome Center.

Office or Division	Philippine Genome Center - Administrative Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Former PGC Contract of Service and Job Order Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request via email at pgc@up.edu.ph , stating full name and the purpose of the request.	1.1 Acknowledge receipt of request with an automated email responder, citing estimated processing time.	None	2 Hours	<i>Administrative Officer V</i> PGC
	1.2 Check request and verify records.	None	6 Hours	<i>Administrative Officer V</i> PGC
	1.3 Prepare ADMIN Form K-01 and endorse for signature of the authorized personnel. Affix center's dry seal on the signed file and scan document.	None	3 Hours	<i>Administrative Officer V</i> PGC
2. Receive requested document.	2.1 Notify client through the same thread on the availability of requested file including link for an electronic copy.	None	1 Hour	<i>Administrative Officer V</i> PGC
TOTAL		None	1 Day, 4 Hours	

2. REQUEST FOR RENTAL OF VENUE, OFFICE SPACE, AND GUEST ROOM

Process in requesting available facilities in the Philippine Genome Center.

Office or Division	Philippine Genome Center - Administrative Section
Classification	Simple
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request (1 Digital Copy)	Requesting Party
2. ADMIN Form C-01 Facilities Reservation (1 Digital Copy)	Philippine Genome Center - Administrative Section
Note: To be accomplished only once confirmed availability.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request via email (pgc@up.edu.ph) or at the PGC Admin Office, UG Floor, Left Wing, PGC Building, A. Ma. Regidor Street, UP Campus Diliman, Quezon City.	1.1 Receive request, check availability of the facility, and inform the requesting party. If available, send Admin Form C-01 Facilities Reservation.	None	1 Hour	<i>Administrative Officer V</i> PGC
TOTAL (if no facility is available)		None	1 Hour	
2. Send accomplished Admin Form C-01 Facilities Reservation.	2.1 Receive accomplished form and prepare and send a billing statement to the requesting party.	None	1 Day	<i>Administrative Officer V</i> PGC
3. Receive the billing statement and pay rental fees at the UP System Cash Office (SCO),	3.1 Receive payment and issue Official Receipt.	See Table below.	1 Hour	<i>Acting Chief</i> SCO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
System Finance and Administration Building (SFAB), Magsaysay Avenue, UP Diliman Campus, Quezon City.				
4. Receive Official Receipt and send or deliver copy to PGC via channels mentioned in Step 1.	4.1 Receive document and confirm reservation.	None	1 Hour	<i>Administrative Officer V</i> PGC
TOTAL		None	1 Day, 3 Hours	

Room Rate Reference

Venue / Facility ¹	Base Price	Additional Cost
UG Big Conference Room	Php 3,500.00 / 8 hours	Php 437.50 per succeeding hour
Additional Cost: 12% Value-Added Tax (excluding UP CUs)	Per Service Quotation	
¹ Other facilities not available		

3. REQUEST FOR VISIT/TOUR AND MISCELLANEOUS REQUEST FOR STUDENTS/RESEARCHERS/COLLABORATORS

Educational visits are conducted for the public subject to the availability of the facilities and facilitators. Visits and/or tours provide an avenue to promote laboratory services available to local researchers as well as raise the awareness of omics, its applications, and its significant role in R&D.

Office or Division	Philippine Genome Center - Administrative Section
Classification	Simple
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	Students, Researchers, Collaborators Other Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request with the following information (1 Digital Copy): • Date and Time of Visit • Purpose • Primary Coordinator • List of Names and Affiliation	Requesting Party
2. Non-Disclosure Agreement (1 Original Copy) Note: To be accomplished on the date of the visit.	Philippine Genome Center - Administrative Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and accomplished form via email (pgc@up.edu.ph or capacitydevelopment@pgc.up.edu.ph).	1.1 Receive request, endorse to concerned facility, check availability of the facility, and inform the requesting party.	None	6 Hours	<i>Executive Director</i> PGC
TOTAL (if no facility is available)		None	6 Hours	
	1.2 Provide confirmation on the original schedule or provide alternative options, if any.	None	1 Day	<i>Executive Director</i> PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive confirmation of visit.	2.1 Finalize schedule and provide visitor guidelines and reminders prior to the visit.	None	1 Day	<i>Executive Director</i> PGC
TOTAL		None	2 Days, 6 Hours	



PHILIPPINE GENOME CENTER BIOBANK CORE FACILITY EXTERNAL SERVICES

1. REQUEST FOR BASIC TRAINING ON HUMAN BIOBANK (ONSITE)

The BCF offers onsite basic training on human biobanking for professionals and stakeholders in biomedical research, healthcare, and biorepository management. The training covers topics such as definition of a biobank, requirements for setting up a biobank and ethical, legal and social issues surrounding biobanks.

Office or Division	Philippine Genome Center - Biobank Core Facility
Classification	Highly Technical
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G- Government to Government
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Training Request Form (1 Digital Copy)	Philippine Genome Center - Biobank Core Facility (biobankcorefacility.pgc@up.edu.ph)
2. Service Quotation - Signed (1 copy printed or electronic)	Philippine Genome Center - Biobank Core Facility (biobankcorefacility.pgc@up.edu.ph)
Note: To be prepared by PGC after finalizing the details of the request.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send initial inquiry through any of the following platform: <u>Email:</u> biobankcorefacility.pgc@up.edu.ph <u>Landline:</u> 8 981-8500 local 4703	1.1 Acknowledge inquiry and provide initial guidance as reference. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
	1.2 Schedule a meeting with the client to discuss training details.	None	30 Minutes	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Attend the meeting to confirm scope and duration of requested training.	2.1 Finalize training arrangements.	None	1 Day	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
	2.2 Prepare a service quotation based on scope and duration requested by client.	None	4 Hours	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
	2.3 Email client the service quotation for final review and confirmation.	None	1 Hour	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
3. Review official service quotation and confirm by returning the signed copy back to the Coordinator.	3.1 Prepare the training or workshop logistics.	None	10 days	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
	3.2 Communicate final logistic details with the client.	None	1 Day ¹	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
	3.3 Confirm completion of training or workshop and prepare for post-logistics documentation.	None	30 Minutes	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
	3.4 Issue applicable training or workshop certifications.	None	1 Day	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
	3.5 Bill the client based on availed service.	None	1 Day	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Settle payment at UP System Cash Office and provide proof to the Coordinator or the PGC Administrative Section.	4.1 Verify payment with the UP System Cash Office.	See Table Below	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
TOTAL		See Table Below	14 Days, 6 Hours, 30 Minutes	

¹Excluding actual duration of training which may vary depending on the scope of requested service.

Training Fee

Fees to be paid	Unit of Measure	Unit Cost
Rate Per Day	Per Head ²	Php 2,700.00
Additional Cost: 12% Value-Added Tax (excluding UP CUs)	Per Service Quotation	

²Minimum of 10 participants per session

2. REQUEST FOR BIOLOGICAL SAMPLE REPOSITORY

Process for requesting sample storage in the Philippine Genome Center.

Office or Division	Philippine Genome Center - Biobank Core Facility
Classification	Complex
Type of Transaction	G2B - Government to Business G2C - Government to Citizen
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Specimen Transmittal Form (STF) (1 Digital Copy)	Philippine Genome Center - Biobank Core Facility (biobankcorefacility.pgc@up.edu.ph)
2. Service Quotation - Signed (1 Digital Copy) Note: To be prepared by PGC after finalizing the details of the request.	Philippine Genome Center - Biobank Core Facility (biobankcorefacility.pgc@up.edu.ph)
3. Service Agreement Form (SAF) (1 copy printed or electronic)	Philippine Genome Center - Biobank Core Facility (biobankcorefacility.pgc@up.edu.ph)
4. Other documentary requirements e.g., applicable ethics approval and sample related permits (1 copy printed or electronic)	Requesting Party (from authorize approving or certifying body based on specimen type)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send initial inquiry through below platform: Email: biobankcorefacility.pgc@up.edu.ph	1.1 Acknowledge inquiry and provide initial guidance as reference. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
	1.2 Schedule a meeting with a client.	None	30 Minutes	<i>BCF Program Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Biobank Core Facility (BCF), PGC
2. Meet with the facilities' technical team for discussion of biobanking service.	2.1 Request client to comply with the following requirements: -Fill out the Specimen Transmittal Form -Specimen supporting documents -Details for the Service Quotation	None	4 Hours	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
3. Complete and submit documents requested from Step 2.1	3.1 Review provided details and documents.	None	2 Hours	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
	3.2 Prepare Service Quotation and Service Agreement	None	4 Hours	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
	3.1 Email client the Service Quotation	None	2 Hours	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
4. Review official Service Quotation and Service Agreement. Confirm by returning the signed copy back to the Coordinator.	4.1 Acknowledge signed documents.	None	1 Day	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
	4.2 Prepare the Billing Invoice and email a copy to the client.	None	1 Day	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	5.1 Verify payment with UP System Cash Office.	See Table Below.	4 Hours	<i>Administrative Officer V</i> Administrative Section, PGC
	5.2 Inform client to proceed with the scheduling sample delivery.	None	1 Hour	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
6. Prepare and deliver the samples based on agreed schedule.	6.1 Receive and store the samples.	None	1 Hour ¹	<i>University Researcher I</i> Biobank Core Facility (BCF), PGC
	6.2 Monitor the stored sample and sent reminders to clients at least three (3) days before the end of their storage contract.	None	1 Hour	<i>University Researcher I</i> Biobank Core Facility (BCF), PGC
7. Inform coordinator on the retrieval of stored samples through email. Note: In case of extension, the client should notify the facility immediately.	7.1 Acknowledge the schedule of retrieval and ensure availability of facility coordinator to assist the client. Note: In case of extension, refer to Step 3 to Step 6 .	None	1 Hour	<i>University Researcher I</i> Biobank Core Facility (BCF), PGC
8. Retrieve the samples.	8.1 Release sample.	None	1 Day	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
TOTAL		See Table Below	5 Days, 5 Hours	

¹Excluding actual duration of wet lab process which may vary depending on the scope of requested service.

Biological Sample Repository Fee

Fees to be paid	Unit of Measure	Unit Cost
Rate Per Day	Per Head ²	Php 2,700.00
SERV01 -20°C Storage Freezer Storage 2" cryobox in -20°C (~100 samples in 2ml vials)	Per Box/ Per Month	Php 62.00
SERV02 -80°C Ultra-Low Temperature (ULT) Freezer Storage 2" cryobox in -80°C (~100 samples in 2ml vials)	Per Box/ Per Month	Php 182.00
SERV03 Sample Processing		
SERV03.1 Biospecimen receipt (Non-Infectious)*	Per batch (receipt of a sample or 2" cryobox)	Php 793.00
SERV03.2 Biospecimen receipt (Human and other potentially Infectious)*	Per batch (receipt of a sample or 2" cryobox)	Php 1,587.00
SERV03.3 Biospecimen retrieval (Non-Infectious)	Per batch (receipt of a sample or 2" cryobox)	Php 198.00
SERV03.04 Biospecimen retrieval (Human and other potentially Infectious)	Per batch (receipt of a sample or 2" cryobox)	Php 397.00
SERV04 Additional Cost - To be determined upon client request.		
Additional Cost: 12% Value-Added Tax (excluding UP CUs)	Per Service Quotation	

*vials not included in the costing.



**PHILIPPINE GENOME CENTER
CORE FACILITY FOR BIOINFORMATICS
EXTERNAL SERVICES**

1. REQUEST FOR BIOINFORMATICS TRAINING AND WORKSHOPS (COMMISSIONED)

Researchers who want to enhance their knowledge on the latest advances in genomics and bioinformatics may request for training and workshops.

Office or Division	Philippine Genome Center - Core Facility for Bioinformatics
Classification	Highly Technical
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Training Request Form (1 Digital Copy)	Philippine Genome Center - Core Facility for Bioinformatics
2. Service Quotation - Signed (1 Digital Copy)	Philippine Genome Center - Core Facility for Bioinformatics
Note: To be prepared by PGC after finalizing the details of the request.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send initial inquiry through any of the following platform: <u>Email:</u> bioinformatics@pgc.up.edu.ph <u>Landline:</u> 8 981-8500 local 4706	1.1 Acknowledge inquiry and request client to fill out Training Request Form. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	1 Hour	<i>Program Director</i> Core Facility for Bioinformatics, PGC
2. Fill out the Training Request Form and submit copy to the Coordinator.	2.1 Review provided details.	None	10 minutes	<i>Program Director</i> Core Facility for Bioinformatics, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Schedule a meeting with the client.	None	20 Minutes	<i>Program Director</i> Core Facility for Bioinformatics, PGC
3. Attend the scheduled meeting and provide training topics and other relevant details.	3.1 Design a training program and schedule for approval of the client.	None	1 Day	<i>Program Director</i> Core Facility for Bioinformatics, PGC
4. Confirm scope and duration of requested training or workshop.	4.1 Prepare the quotation based on the agreed service.	None	1 Day	<i>Program Director</i> Core Facility for Bioinformatics, PGC
5. Review the official service quotation and confirm by returning the signed copy back to the Coordinator.	5.1 Prepare the training or workshop logistics.	None	10 Days	<i>Program Director</i> Core Facility for Bioinformatics, PGC
	5.2 Communicate final logistic details with the client.	None	1 Day	<i>Program Director</i> Core Facility for Bioinformatics, PGC
	5.3 Confirm completion of training or workshop and prepare for post-logistics documentation.	None	30 Minutes	<i>Program Director</i> Core Facility for Bioinformatics, PGC
	5.4 Issue applicable training or workshop certifications.	None	1 Day	<i>Program Director</i> Core Facility for Bioinformatics, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.5 Bill the client based on availed service.	None	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
6. Settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	6.1 Verify payment with the UP System Cash Office.	See Table Below.	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
	6.2. Update records of completed transactions.	None	1 Hour	<i>Administrative Officer V</i> Administrative Section, PGC
TOTAL		See Table Below.	16 Days, 3 Hours	

Training and Workshop Fee

Fees to be paid	Unit of Measure	Unit Cost
Rate per day (minimum of ten (10) participants per session)	Per Head	Php 2,750.00
Additional Cost: 12% Value-Added Tax (excluding UP CUs)	Per Service Quotation	

2. REQUEST FOR CUSTOM BIOINFORMATICS SERVICE

The CFB offers customized analysis workflow design, execution, scripting, and consultation depending on the specific needs or research questions of the client.

Office or Division	Philippine Genome Center - Core Facility for Bioinformatics
Classification	Highly Technical
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Custom Service Request Form (1 Digital Copy)	Philippine Genome Center - Core Facility for Bioinformatics Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Custom Service Request form via email at bioinformatics@pgc.up.edu.ph .	1.1 Receive form and assess if details are correct. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	3 Hours	<i>Program Director</i> Core Facility for Bioinformatics, PGC
	1.2 Schedule meeting and meet with client to come up and agree with the workflow, pricing, and other analysis details.	None	1 Day	<i>Program Director</i> Core Facility for Bioinformatics, PGC
	1.3 Implement analysis. Note: Processing time may vary depending on the actual needs of the client or	None	10 Days	<i>Program Director</i> Core Facility for Bioinformatics, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	duration of the availed services.			
	1.4 Craft final report, and transmit to the client along with all of the pertinent data generated.	None	1 Day	<i>Program Director</i> Core Facility for Bioinformatics, PGC
2. Receive final report and data, and confirm completion of service and acceptance of results.	2.1 Issue Billing Invoice to client.	None	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
3. Settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	3.1 Verify payment with UP System Cash Office.	None	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
TOTAL		See Table Below.	14 Days, 3 Hours	

Custom Bioinformatics Fee

Fees to be paid	Base Price	Additional Cost
Resource-Hour Rate	Php 4.00	12% Value-Added Tax per service quotation (excluding UP CUs)
Terabyte-Chunk Per Day	Php 50.00	
Man-Hour Rate	Php 360.00	
Submission Fee Per Day	Php 140.00	

3. REQUEST FOR DIRECT ACCESS SERVICE AND DATA STORAGE

Direct Access clients can use the CFB's computer and storage systems for data analysis and storage, as well as program development. Our systems contain a multitude of tools and databases for bioinformatics analysis and other applications. Clients are also given user support, which include, among others, installation of new software, and troubleshooting.

Office or Division	Philippine Genome Center - Core Facility for Bioinformatics
Classification	Complex
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	Other Government Agencies or Clients outside UP System Administration

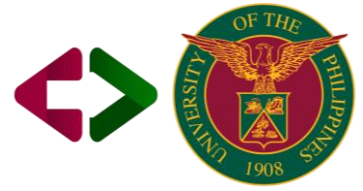
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Direct Access Request Form (1 Digital Copy)	Philippine Genome Center - Core Facility for Bioinformatics Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Direct Access Request form via email at bioinformatics@pgc.up.edu.ph .	1.1 Receive form and assess if details are correct. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	4 Hours	<i>Program Director</i> Core Facility for Bioinformatics, PGC
	1.2 Schedule orientation to be attended by the client.	None	1 Day	<i>Program Director</i> Core Facility for Bioinformatics, PGC
2. Attend scheduled orientation.	2.1 Conduct the orientation.	None	3 Hours	<i>Program Director</i> Core Facility for Bioinformatics, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Take the quiz.	3.1 Conduct quiz after the orientation. Provide the Direct Access details once passed.	None	1 Day	<i>Program Director</i> Core Facility for Bioinformatics, PGC
4. Receive Direct Access details and use the CFB's computer and storage systems.	4.1 Once completed, bill the client based on the service availed.	None	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
5. Settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	5.1 Verify payment with UP System Cash Office.	See Table Below.	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
TOTAL		See Table Below.	4 Days, 7 Hours	

Direct Access Fee

Fees to be paid	Base Price	Additional Cost
Resource-Hour Rate	Php 3.00	12% Value-Added Tax per service quotation (excluding UP CUs)
Terabyte-Chunk Per Day	Php 30.00	
Submission Fee Per Day	Php 100.00	



**PHILIPPINE GENOME CENTER
DNA SEQUENCING CORE FACILITY
EXTERNAL SERVICES**

1. REQUEST FOR DNA/RNA EXTRACTION (CLINICAL SAMPLES) FOR TISSUE PARAFFINIZED

Provides high-quality nucleic acid extraction services, specializing in the extraction of both DNA and RNA. We utilize specialized kits for extracting DNA/RNA from FFPE blocks and follow the protocols supplied by the manufacturers of these kits.

Office or Division	Philippine Genome Center - DNA Sequencing Core Facility
Classification	Complex
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Sample/s to be processed	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send initial inquiry through any of the following platform: <u>Email:</u> dnasequencing@pgc.up.edu.ph <u>Landline:</u> 8 981-8500 local 4707	1.1 Acknowledge inquiry and provide a guide on how to proceed. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
2. Confirm scope and duration of requested service.	2.1 Prepare the quotation based on the agreed service and send it to the client.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
3. Review the service quotation and confirm by returning the signed copy back to the Coordinator.	3.1 Receive confirmation and provide guidance for sample submission.	None	10 Minutes	<i>Program Director</i> DNA Sequencing Core Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit sample based on agreed requirement and schedule.	4.1 Receive sample.	None	10 Minutes	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
	4.2 Inform the client on the sample process and turnaround time. Note: Process includes Sample Inspection, Extraction, and Quality Check/Control. This also excludes the actual duration of wet lab process which may vary depending on the scope of requested service.	None	1 Day	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
	4.3 Notify the client upon completion of the service and the schedule for claiming the result.	None	1 Hour	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
5. Claim sample and confirm completion of service.	5.1 Bill the client based on availed service.	None	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
5. Settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	5.1 Verify payment with UP System Cash Office.	See Table Below.	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	See Table Below.	3 Days, 3 Hours, 20 Minutes	

DNA/RNA Extraction Fee (Paraffinized)

Fees to be paid	Unit of Measure	Unit Cost
Extraction-Tissue (Paraffinized) Note: Depending on sample type and nucleic acid to be extracted	Per Sample	Php 2,750.00 to Php 5,000.00
Additional Cost: 12% Value-Added Tax (excluding UP CUs)	Per Service Quotation	

2. REQUEST FOR DNA EXTRACTION

DNA extraction involves the isolation of nucleic acid material from cells. It includes the extraction of genomic DNA from tissues, microbial isolates, plants, whole blood, and environmental samples.

Office or Division	Philippine Genome Center - DNA Sequencing Core Facility
Classification	Highly Technical
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Information Sheet (1 Original Copy)	Philippine Genome Center Website
2. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website
Returning Client	
1. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send initial inquiry through any of the following platform: <u>Email:</u> dnasequencing@pgc.up.edu.ph <u>Landline:</u> 8 981-8500 local 4707	1.1 Acknowledge inquiry and provide a guide on how to proceed. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
2. Confirm scope and duration of requested service.	2.1 Prepare the quotation based on the agreed service and send it to the client.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Review the service quotation and confirm by returning the signed copy back to the Coordinator.	3.1 Receive confirmation and provide guidance for sample submission.	None	10 Minutes	<i>Program Director</i> DNA Sequencing Core Facility, PGC
4. Submit sample based on agreed requirement and schedule together with the Client Information Sheet and Sample Submission Form at the DSCF room 111 A (Receiving Room), Philippine Genome Center, A. Ma. Regidor Street, PGC Building, UP Diliman Campus, Quezon City. Note: Sample may be submitted via a courier service. PGC does not accept <i>Category A</i> pathogens (for isolates only).	4.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	10 Minutes	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
5. Fill in the necessary fields in the Logbook for Receipt of Samples at the DSCF Receiving Room (111A).	5.1 Verify information provided and issue Acknowledgement Receipt (AR).	None	1 Hour	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
6. Receive AR of the samples. Note: The project is in effect upon receipt of AR.	6.1 Implement project: perform the extraction.	None	3 Days	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.2 Email client of the result of the extraction/project and billing statement, if project completed. Note: Emails are categorized as • Good yield • Failed Sample	None	1 Day	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
If good yield				
7. Receive email and settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	7.1 Verify payment with UP System Cash Office.	See table below.	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
If Failed Sample				
7. Receive email and do any of the following steps as indicated in the email by PGC: • Send waiver to continue processing the failed sample. • Resend samples as indicated in Step 4. Note: Every repetition of extraction would cost an additional fee.	7.1 Implement project: perform the extraction.	None	1 Day	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
	7.2 Email client of the result of the	None	1 Day	<i>University Researcher III</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	extraction/project and billing statement, if project completed. Note: Emails are categorized as • Good yield • Failed Sample Note: Repetition of agency actions and clients steps may be necessary.			DNA Sequencing Core Facility, PGC
8. Receive email and settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	8.1 Verify payment with UP System Cash Office.	See table below.	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
TOTAL (if good yield)		See Table Below.	5 Days, 3 Hours, 20 Minutes	
TOTAL (if failed sample)		See Table Below.	8 Days, 3 Hours, 20 Minutes	

DNA Extraction Fee

Fees to be paid	Base Price	Unit
Spin-column	Php 1,305.00 - Php 2,730.00	per sample
Magnetic-bead	Php 626.00 - Php 1,602.00	per sample
Organic-Liquid Extraction	Php 1,131.00 - Php 2,102.00	per sample

3. REQUEST FOR DNA/PCR PURIFICATION

Purification of PCR amplicons using enzymatic, spin-column and bead-based methods for downstream applications.

Office or Division	Philippine Genome Center - DNA Sequencing Core Facility
Classification	Highly Technical
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Information Sheet (1 Original Copy)	Philippine Genome Center Website
2. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website
Returning Client	
1. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send initial inquiry through any of the following platform: <u>Email:</u> dnasequencing@pgc.up.edu.ph <u>Landline:</u> 8 981-8500 local 4707	1.1 Acknowledge inquiry and provide a guide on how to proceed. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
2. Confirm scope and duration of requested service.	2.1 Prepare the quotation based on the agreed service and send it to the client.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
3. Review the service quotation and confirm by	3.1 Receive confirmation and provide guidance	None	10 Minutes	<i>Program Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
returning the signed copy back to the Coordinator.	for sample submission.			DNA Sequencing Core Facility, PGC
4. Submit sample based on agreed requirement and schedule together with the Client Information Sheet and Sample Submission Form at the DSCF room 111 A (Receiving Room), Philippine Genome Center, A. Ma. Regidor Street, PGC Building, UP Diliman Campus, Quezon City. Note: Sample may be submitted via a courier service. PGC does not accept <i>Category A</i> pathogens (for isolates only).	4.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	10 Minutes	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
5. Fill in the necessary fields in the Logbook for Receipt of Samples at the DSCF Receiving Room (111A).	5.1 Verify information provided and issue Acknowledgement Receipt (AR).	None	1 Hour	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
6. Receive AR of the samples. Note: The project is in effect upon receipt of AR.	6.1 Implement project: perform the extraction.	None	3 Days	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
	6.2 Email client of the result of the	None	1 Day	<i>University Researcher III</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	extraction/project and billing statement, if project completed. Note: Emails are categorized as • Good yield • Failed Sample			DNA Sequencing Core Facility, PGC
If good yield				
7. Receive email and settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	7.1 Verify payment with UP System Cash Office.	See table below.	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
If Failed Sample				
7. Receive email and do any of the following steps as indicated in the email by PGC: • Send waiver to continue processing the failed sample. • Resend samples as indicated in Step 4. Note: Every repetition of extraction would cost an additional fee.	7.1 Implement project: perform the extraction.	None	1 Day	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
	7.2 Email client of the result of the extraction/project and billing	None	1 Day	<i>University Researcher III</i> DNA Sequencing

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	statement, if project completed. Note: Emails are categorized as • Good yield • Failed Sample Note: Repetition of agency actions and clients steps may be necessary.			Core Facility, PGC
8. Receive email and settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	8.1 Verify payment with UP System Cash Office.	See table below.	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
TOTAL (if good yield)		See Table Below.	5 Days, 3 Hours, 20 Minutes	
TOTAL (if failed sample)		See Table Below.	8 Days, 3 Hours	

DNA/PCR Purification Fee

Method	Base Price	Unit
Enzymatic cleanup	Php 320.00	per sample
Magnetic bead-based cleanup	Php 355.00	per sample
Gel Excision (recovery kit)	Php 694.00	per sample
Gel Excision (freeze and squeeze)	Php 475.00	per sample
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

4. REQUEST FOR DNA/RNA EXTRACTION FOR BLOOD/SERUM

PGC-DNA provides high-quality nucleic acid extraction services, specializing in the extraction of both DNA and RNA. We utilize specialized kits for DNA/RNA extraction from plasma and serum, following the protocols supplied by the manufacturers of these kits.

Office or Division	Philippine Genome Center - DNA Sequencing Core Facility
Classification	Complex
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send initial inquiry through any of the following platform: <u>Email:</u> dnasequencing@pgc.up.edu.ph <u>Landline:</u> 8 981-8500 local 4707	1.1 Acknowledge inquiry and provide a guide on how to proceed and provide quotation. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
2. Confirm scope and duration of requested service and send samples to PGC.	2.1 Acknowledge receipt of sample.	None	1 Day	<i>Program Director</i> DNA Sequencing Core Facility, PGC
	2.2 Process sample and send report and billing statement to client upon project completion.	None	4 Days	<i>Program Director</i> DNA Sequencing Core Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive email and settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	3.1 Verify payment with UP System Cash Office.	See table below.	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
TOTAL		See Table Below.	6 Days, 1 Hour	

DNA/RNA Extraction for Blood/Serum Fee

Method	Base Price	Unit
Extraction- Blood/Serum (Depending on sample type and nucleic acid to be extracted)	PhP 2,000 - Php 5,000	per sample
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

5. REQUEST FOR FRAGMENT ANALYSIS

Fluorescent-tagged fragments of DNA are sized by capillary electrophoresis in comparison to a size standard. Its applications include microsatellite (STR) analysis, SNP genotyping, finger-printing and relative fluorescence quantitation.

Office or Division	Philippine Genome Center - DNA Sequencing Core Facility
Classification	Highly Technical
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Information Sheet (1 Original Copy)	Philippine Genome Center Website
2. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website
Returning Client	
1. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send initial inquiry through any of the following platform: <u>Email:</u> dnasequencing@pgc.up.edu.ph <u>Landline:</u> 8 981-8500 local 4707	1.1 Acknowledge inquiry and provide a guide on how to proceed. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
2. Confirm scope and duration of requested service.	2.1 Prepare the quotation based on the agreed service and send it to the client.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Review the service quotation and confirm by returning the signed copy back to the Coordinator.	3.1 Receive confirmation and provide guidance for sample submission.	None	10 Minutes	<i>Program Director</i> DNA Sequencing Core Facility, PGC
4. Submit sample based on agreed requirement and schedule together with the Client Information Sheet and Sample Submission Form at the DSCF room 111 A (Receiving Room), Philippine Genome Center, A. Ma. Regidor Street, PGC Building, UP Diliman Campus, Quezon City. Note: Sample may be submitted via a courier service. PGC does not accept <i>Category A</i> pathogens (for isolates only).	4.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	10 Minutes	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
5. Fill in the necessary fields in the Logbook for Receipt of Samples at the DSCF Receiving Room (111A).	5.1 Verify information provided and issue Acknowledgement Receipt (AR).	None	1 Hour	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
6. Receive AR of the samples. Note: The project is in effect upon receipt of AR.	6.1 Implement project: perform the service requested.	None	5 Days	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.2 Email client of the result of the extraction/project and billing statement.	None	1 Day	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
7. Receive email and settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	7.1 Verify payment with UP System Cash Office.	See table below.	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
TOTAL		See Table Below.	7 Days, 3 Hours, 20 Minutes	

Fragment Analysis Fee

Method	Base Price	Unit
Fragment Analysis (minimum of 48 samples)	PHP 223.00	Per Sample
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

6. REQUEST FOR LABORATORY AND EQUIPMENT USE (DSCF)

PGC-DSCF accepts requests for BSL-2 laboratory and equipment use on an appointment basis. The BSL-2 laboratory is used for handling moderately to highly infectious samples.

Office or Division	Philippine Genome Center - DNA Sequencing Core Facility
Classification	Simple
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CGL Room Request Form (1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send initial inquiry through any of the following platform: <u>Email:</u> dnasequencing@pgc.up.edu.ph <u>Landline:</u> 8 981-8500 local 4707	1.1 Acknowledge inquiry and provide the CGL Room Request Form. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	1 Hour	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
2. Fill out the form and send it via email.	2.1 Acknowledge request and facilitate for Laboratory Manager's Approval.	None	1 Day	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
	2.2 Issue Service Quotation to client	None	1 Hour	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceed to the facility during the reservation schedule.	3.1 Assist clients and disinfect the room after use.	None	1 Day	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
	3.2 Prepare the Billing Invoice and email a copy to the client.	See table below	1 Hour	<i>Administrative Officer V</i> Administrative Section, PGC
4. Settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	4.1 Verify payment with UP System Cash Office.	None	4 Hours	<i>Administrative Officer V</i> Administrative Section, PGC
TOTAL		None	2 Days, 7 Hours	

Equipment/Laboratory Use Fee

Method	Base Price	Unit
ABI 7500 fast real-time PCR	Php 1,299.00	per run
ABI StepOnePlus real-time PCR	Php 1,299.00	per run
Covaris ultrasonicator (with g-TUBE)	Php 3,465.00	per sample
Covaris ultrasonicator (with microTUBE)	Php 1,713.00	per sample
3730 xl for Fragment Analysis	Php 7,971.00	per plate
3730 xl for MSI Analysis	Php 3,345.00	per sample (at least 96 samples per run)
MiSeq FGx / RUO	Php 62,450.00	per run
NextSeq / NovaSeq	Php 78,883.00	per run
Ion S5	Php 93,923.00	per run
Varioskan flash/lux multimode multiplate reader	Php 1,818.00	per run
Pippin prep library size selection	Php 1,552.00	per run (at least 5 samples per run)
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

7. REQUEST FOR NEXT-GENERATION SEQUENCING (NGS)

Depending on the desired quality, yield, read length, and cost, PGC offers next generation sequencing using different platforms to generate high-resolution sequence data. This includes library preparation and the actual sequencing run.

Office or Division	Philippine Genome Center - DNA Sequencing Core Facility
Classification	Highly Technical
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Information Sheet (1 Original Copy)	Philippine Genome Center Website
2. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website
Returning Client	
1. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send initial inquiry through any of the following platform: <u>Email:</u> dnasequencing@pgc.up.edu.ph <u>Landline:</u> 8 981-8500 local 4707	1.1 Acknowledge inquiry and provide a guide on how to proceed. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
2. Confirm scope and duration of requested service.	2.1 Prepare the quotation based on the agreed service and send it to the client.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Review the service quotation and confirm by returning the signed copy back to the Coordinator.	3.1 Receive confirmation and provide guidance for sample submission.	None	10 Minutes	<i>Program Director</i> DNA Sequencing Core Facility, PGC
4. Submit sample based on agreed requirement and schedule together with the Client Information Sheet and Sample Submission Form at the DSCF room 111 A (Receiving Room), Philippine Genome Center, A. Ma. Regidor Street, PGC Building, UP Diliman Campus, Quezon City. Note: Sample may be submitted via a courier service. PGC does not accept <i>Category A</i> pathogens (for isolates only).	4.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	10 Minutes	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
5. Fill in the necessary fields in the Logbook for Receipt of Samples at the DSCF Receiving Room (111A).	5.1 Verify information provided and issue Acknowledgement Receipt (AR).	None	1 Hour	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
6. Receive AR of the samples. Note: The project is in effect upon receipt of AR.	6.1 Implement project: perform the service requested.	None	1 Days	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.2 Email client of the result of the extraction/project and billing statement, if project completed. Note: Emails are categorized as • Good yield • Failed Sample	None	1 Day	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
If good yield				
	6.2 Proceed with the project and email project completion.	None	14 Days	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
7. Receive email and settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	7.1 Verify payment with UP System Cash Office.	See table below.	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
If Failed Sample				
7. Receive email and do any of the following steps as indicated in the email by PGC: • Send waiver to continue processing the failed sample. • Resend samples as indicated in Step 4.	7.1 Implement project: perform the extraction.	None	1 Day	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Note: Every repetition of extraction would cost an additional fee.				
	7.2 Email client of the result of the extraction/project and billing statement, if project completed. Note: Emails are categorized as • Good yield • Failed Sample Note: Repetition of agency actions and clients steps may be necessary.	None	1 Day	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
8. Receive email and settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	8.1 Verify payment with UP System Cash Office.	See table below.	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
TOTAL (if good yield)		See Table Below.	17 Days, 3 Hours, 20 Minutes	
TOTAL (if failed sample)		See Table Below.	20 Days, 3 Hours, 20 Minutes	

Fragment Analysis Fee

Method	Base Price	Unit
Library Preparation		
16S Metagenomics	3,691.00	per sample
Nextera XT	8,898.00	per sample
DNA Prep	8,016.00	per samples
TruSeq DNA PCR-free	9,285.00	per sample

Method	Base Price	Unit
TruSeq DNA Nano	9,411.00	per sample
TruSeq Stranded mRNA	9,669.00	per sample
TruSeq Stranded Total RNA Library Prep, Ligation with Ribo-Zero Plus	19,933.00	per sample
TruSeq Stranded Total RNA (Plant)	18,207.00	per sample
TruSeq Stranded Total RNA (H/M/R)	18,946.00	per sample
TruSeq Stranded RNA v2	15,638.00	per sample
TruSeq Small RNA	32,126.00	per sample
Nextera Exome	16,460.00	per sample
DNA Prep Exome	13,005.00	per sample
TruSeq RNA Exome	45,020.00	per sample
ForenSeq DNA Signature	8,660.00	per sample
Infinium Methylation	49,125.00	per sample
TruSight Oncology 500 with NextSeq HO 300 cycles Kit	114,098.00	per sample
TruSight Oncology 500	46,647.00	per sample
AmpliSeq BRCA	46,886.00	per sample
AmpliSeq Cancer Hotspot Panel v2	19,753.00	per sample
AmpliSeq Cancer Hotspot Panel v3	40,424.00	per sample
TruSight 170 with NextSeq	79,926.00	per sample
TruSight Hereditary Cancer	23,303.00	per sample
TruSight One Expanded Panel	22,174.00	per sample
Focus Panel	36,135.00	per sample
Ampliseq Custom DNA Panel for Illumina	19,468.00	per sample
MGI Easy	10,091.00	per sample
MGI Atoplex	13,849.00	per sample
Qiagen AMR	37,331.00	per sample
Qiagen 16S Metagenomics	7,072.00	per sample
Qiagen 16/ITS Screening Panel	7,072.00	per sample
Sequencing		
MiSeq Fgx Reagent Micro Kit (600 cycles)	223,965.00	per run
MiSeq Fgx Reagent Kit (600 cycles)	518,805.00	per run
MiSeq Reagent Nano kit v2 (300 cycles)	39,870.00	per run
MiSeq Reagent Nano kit v2 (500 cycles)	47,890.00	per run
MiSeq Reagent Micro kit v2 (300 cycles)	60,102.00	per run
MiSeq Reagent Kit v2 kit (300 cycles)	142,952.00	per run
MiSeq Reagent Kit v2 kit (500 cycles)	160,791.00	per run
MiSeq Reagent Kit v3 kit (150 cycles)	123,916.00	per run
MiSeq Reagent Kit v3 kit (600 cycles)	209,280.00	per run
NextSeq 500/550 Mid Output v2.5 kit (150 cycles)	140,584.00	per run
NextSeq 500/550 Mid Output v2.5 kit (300 cycles)	223,902.00	per run
NextSeq 500/550 High Output v2.5 kit (75 cycles)	161,309.00	per run

Method	Base Price	Unit
NextSeq 500/550 High Output v2.5 kit (150 cycles)	387,789.00	per run
NextSeq 500/550 High Output v2.5 kit (300 cycles)	584,758.00	per run
NovaSeq 6000 SP Reagent Kit (2 x 50 bp)	212,058.00	per run
NovaSeq 6000 SP Reagent Kit (2 x 100 bp)	337,505.00	per run
NovaSeq 6000 SP Reagent Kit (2 x 150 bp)	368,154.00	per run
NovaSeq 6000 SP Reagent Kit (2 x 250 bp)	515,416.00	per run
NovaSeq 6000 S1 Reagent Kit (2 x 50 bp)	388,773.00	per run
NovaSeq 6000 S1 Reagent Kit (2 x 100 bp)	595,152.00	per run
NovaSeq 6000 S1 Reagent Kit (2 x 150 bp)	644,238.00	per run
NovaSeq 6000 S2 Reagent Kit (2 x 50 bp)	732,105.00	per run
NovaSeq 6000 S2 Reagent Kit (2 x 100 bp)	1,104,460.00	per run
NovaSeq 6000 S2 Reagent Kit (2 x 150 bp)	1,178,090.00	per run
NovaSeq 6000 S4 Reagent Kit (2 x 100 bp)	1,586,111.00	per run
NovaSeq 6000 S4 Reagent Kit (2 x 150 bp)	1,767,134.00	per run
MiSeq FGx/RUO Equipment Use	62,450.00	per run
NextSeq/NovaSeq Equipment Use	78,883.00	per run
Ion Chip 510	252,868.00	per run
Ion Chip 520	466,329.00	per run
Ion Chip 530	697,356.00	per run
Ion Chip 540	590,437.00	per run
MGI FCS SE100	207,900.00	per run
MGI FCS PE100	362,578.00	per run
MGI FCS PE150	460,707.00	per run
MGI FCS PE300	648,648.00	per run
MGI FCL SE50	304,366.00	per run
MGI FCL SE100	322,661.00	per run
MGI FCL SE400	959,667.00	per run
MGI FCL PE100	491,400.00	per run
MGI FCL PE150	660,744.00	per run
MGI FCL PE200	829,937.00	per run
MGI 400 Equipment Use	23,101.00	per run
Microarray		
PharmacoScan	1,054,969.00	per 96 samples
PharmocoFocus	1,873,046.00	per 96 samples

Method	Base Price	Unit
Microarray Equipment Use	38,391.00	per run
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

8. REQUEST FOR NUCLEIC ACID QUANTIFICATION / CHARACTERIZATION

For sample quality and quantitation assessment using NanoDrop Spectrophotometer, Qubit Fluorometer, MultiNA, and TapeStation.

Office or Division	Philippine Genome Center - DNA Sequencing Core Facility
Classification	Complex
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Information Sheet (1 Original Copy)	Philippine Genome Center Website
2. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website
Returning Client	
1. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send initial inquiry through any of the following platform: <u>Email:</u> dnasequencing@pgc.up.edu.ph <u>Landline:</u> 8 981-8500 local 4707	1.1 Acknowledge inquiry and provide a guide on how to proceed. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
2. Confirm scope and duration of requested service.	2.1 Prepare the quotation based on the agreed service and send it to the client.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Review the service quotation and confirm by returning the signed copy back to the Coordinator.	3.1 Receive confirmation and provide guidance for sample submission.	None	10 Minutes	<i>Program Director</i> DNA Sequencing Core Facility, PGC
4. Submit sample based on agreed requirement and schedule together with the Client Information Sheet and Sample Submission Form at the DSCF room 111 A (Receiving Room), Philippine Genome Center, A. Ma. Regidor Street, PGC Building, UP Diliman Campus, Quezon City. Note: Sample may be submitted via a courier service. PGC does not accept <i>Category A</i> pathogens (for isolates only).	4.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	30 Minutes	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
5. Fill in the necessary fields in the Logbook for Receipt of Samples at the DSCF Receiving Room (111A).	5.1 Verify information provided and issue Acknowledgement Receipt (AR).	None	30 Minutes	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
6. Receive AR of the samples. Note: The project is in effect upon receipt of AR.	6.1 Implement project: perform the service requested.	None	3 Days	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.2 Email client of the result of the extraction/project and billing statement.	None	4 Hours	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
7. Receive email and settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	7.1 Verify payment with UP System Cash Office.	See table below.	1 Hour	<i>Administrative Officer V</i> Administrative Section, PGC
TOTAL		See Table Below.	4 Days, 10 Minutes	

Nucleic Acid Quantification Fee

Fees to be paid	Base Price	Additional Cost
Qubit 2.0 Fluorometry	452.00	per sample
TapeStation (Genomic DNA)	1,460.00	per sample
TapeStation (D1000)	1,630.00	per sample
TapeStation (D5000)	1,430.00	per sample
TapeStation (HS - D1000)	1,270.00	per sample
TapeStation (HS - D5000)	1,370.00	per sample
TapeStation (RNA)	1,270.00	per sample
TapeStation (HS - RNA)	1,410.00	per sample
Agarose Gel Electrophoresis (DNA)	52.75	per sample
Agarose Gel Electrophoresis (PCR amplicon)	26.38	per sample
Pulsed-field gel electrophoresis	4,340.00	per run
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

9. REQUEST FOR POLYMERASE CHAIN REACTION

For sample quality and quantitation assessment using NanoDrop Spectrophotometer, Qubit Fluorometer, MultiNA, and Tapestation.

Office or Division	Philippine Genome Center - DNA Sequencing Core Facility
Classification	Complex
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Information Sheet (1 Original Copy)	Philippine Genome Center Website
2. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website
Returning Client	
1. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send initial inquiry through any of the following platform: <u>Email:</u> dnasequencing@pgc.up.edu.ph <u>Landline:</u> 8 981-8500 local 4707	1.1 Acknowledge inquiry and provide a guide on how to proceed. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
2. Confirm scope and duration of requested service.	2.1 Prepare the quotation based on the agreed service and send it to the client.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
3. Review the service quotation and confirm by	3.1 Receive confirmation and provide guidance	None	10 Minutes	<i>Program Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
returning the signed copy back to the Coordinator.	for sample submission.			DNA Sequencing Core Facility, PGC
4. Submit sample based on agreed requirement and schedule together with the Client Information Sheet and Sample Submission Form at the DSCF room 111 A (Receiving Room), Philippine Genome Center, A. Ma. Regidor Street, PGC Building, UP Diliman Campus, Quezon City. Note: Sample may be submitted via a courier service. PGC does not accept <i>Category A</i> pathogens (for isolates only).	4.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	10 Minutes	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
5. Fill in the necessary fields in the Logbook for Receipt of Samples at the DSCF Receiving Room (111A).	5.1 Verify information provided and issue Acknowledgement Receipt (AR).	None	10 Minutes	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
6. Receive AR of the samples. Note: The project is in effect upon receipt of AR.	6.1 Implement project: perform the extraction.	None	1 Day	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
	6.2 Email client of the result of the	None	1 Day	<i>University Researcher III</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	extraction/project and billing statement, if project completed. Note: Emails are categorized as • Good yield • Failed Sample			DNA Sequencing Core Facility, PGC
If good yield				
7. Receive email and settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	7.1 Verify payment with UP System Cash Office.	See table below.	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
If Failed Sample				
7. Receive email and do any of the following steps as indicated in the email by PGC: • Send waiver to continue processing the failed sample. • Resend samples as indicated in Step 4. Note: Every repetition of extraction would cost an additional fee.	7.1 Implement project: perform the extraction.	None	1 Day	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
	7.2 Email client of the result of the extraction/project and billing	None	1 Day	<i>University Researcher III</i> DNA Sequencing

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	statement, if project completed. Note: Emails are categorized as • Good yield • Failed Sample Note: Repetition of agency actions and clients steps may be necessary.			Core Facility, PGC
8. Receive email and settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	8.1 Verify payment with UP System Cash Office.	See table below.	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
TOTAL (if good yield)		See Table Below.	3 Days, 2 Hours, 30 Minutes	
TOTAL (if failed sample)		See Table Below.	6 Days, 2 Hours, 30 Minutes	

DNA/PCR Purification Fee

Method	Base Price	Unit
Enzymatic cleanup	Php 320.00	per sample
Magnetic bead-based cleanup	Php 355.00	per sample
Gel Excision (recovery kit)	Php 694.00	per sample
Gel Excision (freeze and squeeze)	Php 475.00	per sample
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

10. REQUEST FOR SANGER SEQUENCING

Capillary or Sanger sequencing by capillary electrophoresis is the gold standard sequencing of purified PCR products/amplicons up to 1000 bp and plasmids.

Office or Division	Philippine Genome Center - DNA Sequencing Core Facility
Classification	Complex
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Information Sheet (1 Original Copy)	Philippine Genome Center Website
2. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website
Returning Client	
1. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send initial inquiry through any of the following platform: <u>Email:</u> dnasequencing@pgc.up.edu.ph <u>Landline:</u> 8 981-8500 local 4707	1.1 Acknowledge inquiry and provide a guide on how to proceed. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
2. Confirm scope and duration of requested service.	2.1 Prepare the quotation based on the agreed service and send it to the client.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
3. Review the service quotation and confirm by	3.1 Receive confirmation and provide guidance	None	10 Minutes	<i>Program Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
returning the signed copy back to the Coordinator.	for sample submission.			DNA Sequencing Core Facility, PGC
4. Submit sample based on agreed requirement and schedule together with the Client Information Sheet and Sample Submission Form at the DSCF room 111 A (Receiving Room), Philippine Genome Center, A. Ma. Regidor Street, PGC Building, UP Diliman Campus, Quezon City. Note: Sample may be submitted via a courier service. PGC does not accept <i>Category A</i> pathogens (for isolates only).	4.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	10 Minutes	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
5. Fill in the necessary fields in the Logbook for Receipt of Samples at the DSCF Receiving Room (111A).	5.1 Verify information provided and issue Acknowledgement Receipt (AR).	None	10 Minutes	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
6. Receive AR of the samples. Note: The project is in effect upon receipt of AR.	6.1 Implement project: perform the extraction.	None	3 Days	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
	6.2 Email client of the result of the	None	1 Day	<i>University Researcher III</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	extraction/project and billing statement, if project completed. Note: Emails are categorized as • Good yield • Failed Sample			DNA Sequencing Core Facility, PGC
If good yield				
7. Receive email and settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	7.1 Verify payment with UP System Cash Office.	See table below.	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
If Failed Sample				
7. Receive email and do any of the following steps as indicated in the email by PGC: • Send waiver to continue processing the failed sample. • Resend samples as indicated in Step 4. Note: Every repetition of extraction would cost an additional fee.	7.1 Implement project: perform the extraction.	None	3 Days	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
	7.2 Email client of the result of the extraction/project and billing	None	1 Day	<i>University Researcher III</i> DNA Sequencing

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	statement, if project completed. Note: Emails are categorized as • Good yield • Failed Sample Note: Repetition of agency actions and clients steps may be necessary.			Core Facility, PGC
8. Receive email and settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	8.1 Verify payment with UP System Cash Office.	See table below.	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
TOTAL (if good yield)		See Table Below.	5 Days, 2 Hours, 30 Minutes	
TOTAL (if failed sample)		See Table Below.	10 Days, 2 Hours, 30 Minutes	

Sanger Sequencing Fee

Fees to be paid	Base Price	Additional Cost
Single Pass Reaction of Purified PCR Sample	Php 250.00	per sample

11. REQUEST FOR SEQUENCING TRAINING SERVICE

It involves lecture and laboratory training from basic to advanced molecular biology techniques for genomics, sequencing workflows.

Office or Division	Philippine Genome Center - DNA Sequencing Core Facility
Classification	Highly Technical
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G- Government to Government
Who may Avail	Other Government Agencies or Clients outside UP System Administration

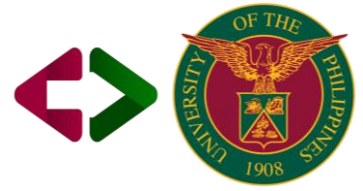
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Information Sheet (1 Original Copy)	Philippine Genome Center Website
2. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website
Returning Client	
1. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send initial inquiry through any of the following platform: <u>Email:</u> dnasequencing@pgc.up.edu.ph <u>Landline:</u> 8 981-8500 local 4707	1.1 Acknowledge inquiry and provide initial guidance as reference. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
2. Confirm scope and duration of requested service.	2.1 Prepare the quotation based on the agreed service and send it to the client.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
3. Review the service quotation	3.1 Receive confirmation and	None	10 Minutes	<i>Program Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
and confirm by returning the signed copy back to the Coordinator.	inform client of the schedule for the training or immersion.			DNA Sequencing Core Facility, PGC
4. Proceed to DSCF, PGC at the specific starting date.	4.1 Accommodate client and brief them of the General Safety Guidelines.	None	10 Minutes	<i>Program Director</i> DNA Sequencing Core Facility, PGC
5. Fill in the necessary fields in the Logbook for Training in the laboratory.	5.1 Provide service (orientation, lectures, workshops)	None	5 Days	<i>Program Director</i> DNA Sequencing Core Facility, PGC
	5.2 Send a billing statement after the service.	None	5 Minutes	<i>Program Director</i> DNA Sequencing Core Facility, PGC
6. Receive email and settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	6.1 Verify payment with UP System Cash Office.	See table below.	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
TOTAL		See Table Below	6 Days, 2 Hours, 25 Minutes	

Sequencing Training Service Fee

Method	Base Price	Unit
Basic Molecular Biology Techniques for Next-Generation Sequencing (5 days training including hands-on exercises and lectures)	Php 5,000.00	per person
Basic Library Preparation for Next-Generation Sequencing (5 days training including hands-on exercises and lectures)	Php 33,500.00	per person



**PHILIPPINE GENOME CENTER
PROTEIN, PROTEOMICS, AND
METABOLOMICS FACILITY
EXTERNAL SERVICES**

1. REQUEST FOR CIRCULAR DICHROISM SPECTROPOLARIMETRY (CD-SPEC) FOR PROTEIN SECONDARY STRUCTURE CHARACTERIZATION AND CHIRALITY CALCULATION

Type of laboratory service that uses polarized light to study the deviation of left and right polarized light transmitted through a sample that is known to be optically active (contains chiral molecules). CD-Spec is used to characterize the secondary structure of proteins and the ORD (optical rotatory dispersion) attachment is used to quantify the chirality of molecules

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Complex
Type of Transaction	G2G - Government to Business G2C - Government to Citizen
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conforme (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email:	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified	None	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ppmfacility@pgc.up.edu.ph with subject: "RFQ: MM-DD-YYYY" Landline: 8 981-8500 local 47111.	immediately. 1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated client will be notified immediately.			Junior Research Associate (Admin Staff)
	1.2 Schedule a consultation with the client, if needed. To further discuss requested service.	None	10 minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	Director Protein, Proteomics, and Metabolomics Facility, PGC
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with sample submission.	See Table Below.	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
3. Submit sample at PGC. Note: Samples may be sent through a courier.	3.1 Receive sample. Inspect for improper or damaged packaging, sample spillage,	None	1 Hour	<i>Director</i> Protein, Proteomics, and

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	or any visible signs of contamination.			Metabolomics Facility, PGC
	3.2 Inform client of the evaluation of the submitted sample.	None	10 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
4. Receive acknowledgement email from PGC. Note: For failed quality controls, the client can resubmit a new sample or submit a waiver allowing PPMF to proceed with the service analysis.	4.1 Proceed with project/service.	None	1 Day ¹	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	4.2 Draft service report.	None	2 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
5. Receive Service Report. Note: If the service is unsatisfactory, client may discuss the report with PGC.	5.1 Email Service Report and relevant supporting files.	None	1 Hour	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
TOTAL		See Table Below	4 Days, 3 Hours, 20 Minutes	

¹Excluding actual duration of wet lab process which may vary depending on the scope of requested service.

CD-Spectropolarimetry Fee

Fees to be paid	Base Price	Unit
CD Analysis	Php 2,719.08	Per Run
ORD Analysis	Php 3,568.89	Per Run
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

2. REQUEST FOR COLD CONDITIONS STORAGE SERVICES

Dispensing of liquid nitrogen in either retail or bulk (greater than 24 L) volumes.

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Complex
Type of Transaction	G2G - Government to Business G2C - Government to Citizen
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conforme (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email: ppmfacility@pgc.up.edu.ph with subject: "RFQ: MM-DD-YYYY" Landline:	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8 981-8500 local 4711				
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with sample submission.	See Table Below.	30 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
3. Submit sample at PGC. Note: Samples may be sent through a courier.	3.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	50 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	3.2 Inform client of the evaluation of the submitted sample.	None	10 Minutes	<i>Director Protein, Proteomics, and</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Metabolomics Facility, PGC
4. Receive acknowledgement email from PGC. Note: For failed quality controls, the client can resubmit a new sample or submit a waiver allowing PPMF to proceed with the service analysis.	4.1 Proceed with project/service.	None	1 Day	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	4.2 Draft service report.	None	2 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
5. Receive Service Report. Note: If the service is unsatisfactory, client may discuss the report with PGC.	5.1 Email Service Report and relevant supporting files.	None	1 Hour	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
TOTAL		See Table Below.	4 Days, 3 Hours, 20 Minutes	

Cold Conditions Storage Fee

Fees to be paid	Base Price	Unit
Liquid Nitrogen (<24 L)	Php 370.95	per liter
Liquid Nitrogen (Bulk ≥ 24 L)	Php 151.67	per liter
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

3. REQUEST FOR EQUIPMENT RENTAL (PPMF)

Qualified clients can also avail of an equipment rental service where they can control the pacing and sequence of sample runs based on real-time analysis of results/QA indicators during runs.

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Complex
Type of Transaction	G2G - Government to Business G2C - Government to Citizen
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conformance (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email: ppmfacility@pgc.up.edu.ph with subject: "RFQ: MM-DD-YYYY"	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	Director Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Landline: 8981-8500 local 4711				
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with the service.	See Table Below.	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
3. Proceed to PGC for the availment of service. Note: Preferably, the request should be filed at least one (1) week before the proposed schedule.	3.1 Proceed with project/service. Assist clients and supervise during equipment use.	None	1 Day	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 Draft service report.	None	2 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
5. Receive Service Report.	5.1 Email Service Report and relevant supporting files.	None	1 Hour	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
TOTAL		See Table Below.	4 Days, 3 Hours, 20 Minutes	

Equipment Rental Fee

Fees to be paid	Base Price	Unit
Supervision	Php 361.98	per hour
French Pressure Cell	Php 1,520.98	per hour
Ultracentrifuge	Php 2,286.15	per hour
High-speed Centrifuge	Php 799.70	per hour
Refrigerated Microcentrifuge	Php 463.64	per hour
Ultrasonic Probe Sonicator	Php 315.01	per hour
Large Volume Shaking Incubator	Php 475.12	per hour
Drying Oven	Php 104.36	per hour
Lyophilizer (Freeze-dryer)	Php 716.23	per hour
Centrifugal Vacuum Concentrator (Centrivap)	Php 852.61	per hour
Stirred Cell Membrane Filter	Php 95.92	per run
Fast Protein Liquid Chromatography (FPLC)	Php 1,909.24	per hour
Multiwavelength Spectrophotometer	Php 1,745.07	per hour
1D PAGE System	Php 200.00	per hour
Isoelectric Focusing System	Php 673.55	per hour
2D PAGE System	Php 132.12	per hour
Western Blot System	Php 275.64	per hour
Multipurpose Imaging System	Php 1,843.13	per hour
Surface Plasmon Resonance (SPR)	Php 3,680.86	per hour
CD-ORD Spectroscopy	Php 2,179.20	per hour
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

4. REQUEST FOR FAST PROTEIN CHROMATOGRAPHY (FPLC)

A variation of High-Performance Liquid Chromatography (HPLC) that is specifically designed for biomolecules. This method relies on packed columns that allow the proteins of interest to bind based on size, charge, and/or affinity. These proteins are later eluted and collected in pre-determined volumes. These fractions are further analyzed or used as is.

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Business G2C - Government to Citizen
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conforme (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email: ppmfacility@pgc.up.edu.ph with	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	Director Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
subject: "RFQ: MM-DD-YYYY" Landline: 8 981-8500 local 4711				
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with sample submission.	See Table Below.	3 Hours	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
3. Submit sample at PGC. Note: Samples may be sent through a courier.	3.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	40 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Inform client of the evaluation of the submitted sample.	None	10 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
4. Receive acknowledgement email from PGC. Note: For failed quality controls, the client can resubmit a new sample or submit a waiver allowing PPMF to proceed with the service analysis.	4.1 Proceed with project/service.	None	3 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	4.2 Draft service report.	None	3 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
5. Receive Service Report. Note: If the service is unsatisfactory, client may discuss the report with PGC.	5.1 Email Service Report and relevant supporting files.	None	30 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
TOTAL		See Table Below.	7 Days, 5 Hours, 10 Minutes	

Fast Protein Liquid Chromatography Fee

Fees to be paid	Base Price	Unit
FPLC Optimization	Php 6,267.77	per run
Ion-Exchange Chromatography	Php 4,312.70	per run
HiTrap FF IEX Column Selection Kit	Php 614.17	per column
Metal Affinity Chromatography	Php 4,053.06	per run
Histrap FF Affinity Column	Php 770.42	per column



Fees to be paid	Base Price	Unit
Size Exclusion Chromatography	Php 1,600.75	per hour
HiPrep 16/60 Sephacryl S-100 HR	Php 2,483.16	per column
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

5. REQUEST FOR MASS SPECTROMETRY (MS) SERVICE

This shall cover the following specific services:

- REQUEST FOR MASS SPECTROMETRY (MS) DATA POST-PROCESSING**
 Employment of pathway analysis (PA) and gene ontology (GO) enrichment bioinformatic techniques supplemented with visualizations for comprehensive MS data post- processing.
- REQUEST FOR MASS SPECTROMETRY (MS) METABOLOMICS ANALYSIS**
 Mass Spectrometry (MS) analysis of a sample's metabolome for metabolome profiling, compound annotation, and metabolite identification.
- REQUEST FOR MASS SPECTROMETRY (MS) PROTEOMICS ANALYSIS**
 Mass Spectrometry analysis of the samples' proteome for protein profiling, peptide annotation, and protein identification.
- REQUEST FOR MASS SPECTROMETRY (MS) SAMPLE PREPARATION - METABOLOMICS**
 Involves the extraction, purification, and reconstitution of extracts in MS-grade solvents for LC-MS metabolomics analysis.
- REQUEST FOR MASS SPECTROMETRY (MS) SAMPLE PREPARATION - PROTEOMICS**
 Involves a full workflow of MS proteomics sample preparation as prerequisite for LC-MS proteomics analysis which begins with the reduction/ alkylation of proteins, quantification, and digestion of all proteins present. A clean-up process is followed and is then prepared for reconstitution in MS-grade solvents.

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Business G2C - Government to Citizen
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conforme (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email: ppmfacility@pgc.up.edu.ph with subject: "RFQ: MM-DD-YYYY" Landline: 8 981-8500 local 4711	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	Director Protein, Proteomics, and Metabolomics Facility, PGC
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	Director Protein, Proteomics, and Metabolomics Facility, PGC
	1.3 Deliberate on the requested services.	None	10 minutes	Director Protein, Proteomics, and Metabolomics Facility, PGC
	1.4 Prepare quotations based on the client	None	1 Day	Director

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	requirements and email to client. Note: PGC will send forms that the client needs to accomplish.			Protein, Proteomics, and Metabolomics Facility, PGC
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with sample submission.	See Table Below.	3 Hours	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
3. Submit sample at PGC. Note: Samples may be sent through a courier.	3.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	40 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
	3.2 Inform client of the evaluation of the submitted sample.	None	10 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
4. Receive acknowledgement email from PGC. Note: For failed quality controls, the client can resubmit a new sample or submit a waiver allowing PPMF to proceed with the service analysis.	4.1 Proceed with project/service.	None	3 Days	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
	4.2 Draft service report.	None	3 Days	<i>Director</i> Protein, Proteomics, and

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Metabolomics Facility, PGC
5. Receive Service Report. Note: If the service is unsatisfactory, client may discuss the report with PGC.	5.1 Email Service Report and relevant supporting files.	None	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
TOTAL		See Table Below.	7 Days, 5 Hours, 10 Minutes	

Mass Spectrometry (MS) - Data Post Processing

Fees to be paid	Base Price	Unit
Data Post-Processing	Php 566.73	per hour
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

Mass Spectrometry (MS) Metabolomics Analysis

Fees to be paid	Base Price	Unit
Full Scan - Single Injection (low complexity)	Php 1,413.81	per run
Full Scan - Single Injection (mid complexity)	Php 1, 880.69	per run
Full Scan - Single Injection (high complexity)	Php 2,347.57	per run
MSn Scan - Single Injection (low complexity)	Php 1,413.81	per run
MSn Scan Single Injection (mid complexity)	Php 1, 880.69	per run
MSn Scan - Single Injection (high complexity)	Php 2,347.57	per run
Label-Free Quantification - Triplicate Injection	Php 6,082.58	
Label-Free Quantification - Additional Injection	Php 2,328.89	per run
Quantification by SIM - Standards, 5 Concentration, Triplicate Injection	Php 30,638.57	per standard
Quantification by SIM - Samples, Triplicate Injection	Php 6,511.76	per sample
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

Mass Spectrometry (MS) Proteomics Analysis

Fees to be paid	Base Price	Unit
Full Scan - Single Injection (low complexity)	Php 3,281.32	per run
Full Scan - Single Injection (mid complexity)	Php 6,082.58	per run
Full Scan - Single Injection (high complexity)	Php 8,883.84	per run
MSn Scan - Single Injection (low complexity)	Php 3,281.32	per run
MSn Scan - Single Injection (mid complexity)	Php 6,082.58	per run
MSn Scan - Single Injection (high complexity)	Php 8,883.84	per run
Label-Free Quantification - Triplicate Injection	Php 11,685.09	per sample
Label-Free Quantification - Additional Injection	Php 6,082.58	per run
Quantification by SIM - Standards, 5 Concentration, Triplicate Injection	Php 60,797.08	per standard
Quantification by SIM - Samples, Triplicate Injection	Php 12,543.47	per sample
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

Mass Spectrometry (MS) - Metabolomics Fee

Fees to be paid	Base Price	Unit
Sample Drying	Php 1,046.13	per batch
Methanol Extraction/Reconstitution	Php 624.99	per sample
SPE Treatment (C18)	Php 821.08	per sample
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

Mass Spectrometry (MS) Sample Preparation - Proteomics Fee

Fees to be paid	Base Price	Unit
Reduction/Alkylation	Php 530.38	per sample
Proteolytic Digestion (Trypsin)	Php 994.99	per sample
Proteolytic Digestion (LysC)	Php 2,047.94	per sample
C18 Spin Column Treatment	Php 1,722.82	per sample
Isobaric TMT Labeling	Php 8,354.83	per run
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

6. REQUEST FOR METABOLOMICS DATA PROCESSING

Data pre-processing of .RAW files which includes noise reduction, peak detection, alignment, normalization. This is followed by metabolite identification against multiple databases and metabolite quantification (if applicable and reference is available).

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Business G2C - Government to Citizen
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conforme (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email: ppmfacility@pgc.up.edu.ph with subject: "RFQ: MM-DD-YYYY"	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	Director Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Landline: 8 981-8500 local 4711				
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with sample submission.	See Table Below.	3 Hours	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
3. Submit sample at PGC. Note: Samples may be sent through a courier.	3.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	40 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	3.2 Inform client of the evaluation of	None	10 Minutes	<i>Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the submitted sample.			Protein, Proteomics, and Metabolomics Facility, PGC
4. Receive acknowledgement email from PGC. Note: For failed quality controls, the client can resubmit a new sample or submit a waiver allowing PPMF to proceed with the service analysis.	4.1 Proceed with project/service.	None	3 Days	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
	4.2 Draft service report.	None	3 Days	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
5. Receive Service Report. Note: If the service is unsatisfactory, client may discuss the report with PGC.	5.1 Email Service Report and relevant supporting files.	None	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
TOTAL		See Table Below.	7 Days, 5 Hours, 10 Minutes	

Metabolomics Data Processing Fee

Fees to be paid	Base Price	Unit
Mass Determination and Chemical Formula Prediction	Php 272.32	per hour
Library Search	Php 272.32	per hour
Statistical Analysis	Php 272.32	per hour
De Novo Structure Elucidation	Php 342.93	per hour
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

7. REQUEST FOR MULTIPURPOSE IMAGING

An imaging system that captures visual data from electrophoresis gels. Filters allow for the distinction of gel band size and intensity against a reference and a molecular weight ladder.

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Business G2C - Government to Citizen
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conforme (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email: ppmfacility@pgc.up.edu.ph with subject: "RFQ: MM-DD-YYYY"	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	Director Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Landline: 8 981-8500 local 4711				
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with sample submission.	See Table Below.	3 Hours	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
3. Submit sample at PGC. Note: Samples may be sent through a courier.	3.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	40 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	3.2 Inform client of the evaluation of	None	10 Minutes	<i>Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the submitted sample.			Protein, Proteomics, and Metabolomics Facility, PGC
4. Receive acknowledgement email from PGC. Note: For failed quality controls, the client can resubmit a new sample or submit a waiver allowing PPMF to proceed with the service analysis.	4.1 Proceed with project/service.	None	3 Days	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
	4.2 Draft service report.	None	3 Days	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
5. Receive Service Report. Note: If the service is unsatisfactory, client may discuss the report with PGC.	5.1 Email Service Report and relevant supporting files.	None	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
TOTAL		See Table Below.	7 Days, 5 Hours, 10 Minutes	

Multipurpose Imaging Fee

Fees to be paid	Base Price	Unit
Imaging and Image Analysis	Php 1,625.23	per run
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

8. REQUEST FOR MULTIWAVELENGTH SPECTROMETRY

An analytical tool that uses the absorbance or transmission of light to study the matrices/composition of samples and consequently, the wavelengths of light it absorbs. The PPMF MWS can measure absorbance, fluorescence, and chemiluminescence.

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Business G2C - Government to Citizen
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conforme (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email: ppmfacility@pgc.up.edu.ph with	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
subject: "RFQ: MM-DD-YYYY" Landline: 8 981-8500 local 4711				
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with sample submission.	See Table Below.	3 Hours	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
3. Submit sample at PGC. Note: Samples may be sent through a courier.	3.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	40 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Inform client of the evaluation of the submitted sample.	None	10 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
4. Receive acknowledgement email from PGC. Note: For failed quality controls, the client can resubmit a new sample or submit a waiver allowing PPMF to proceed with the service analysis.	4.1 Proceed with project/service.	None	3 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	4.2 Draft service report.	None	3 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
5. Receive Service Report. Note: If the service is unsatisfactory, client may discuss the report with PGC.	5.1 Email Service Report and relevant supporting files.	None	30 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
TOTAL		See Table Below.	7 Days, 5 Hours, 10 Minutes	

Multiwavelength Spectrometry Fee

Fees to be paid	Base Price	Unit
Absorbance scan	Php 1,658.31	per run
Fluorescence scan	Php 1,818.51	per run
Luminescence scan	Php 1,658.31	per run
Kinetics Analysis (Auto-injector)	Php 1,674.67	per run
Additional Cost: 12% Value-Added Tax		Per Service Quotation

9. REQUEST FOR PAGE ANALYSIS

Polyacrylamide Gel Electrophoresis (PAGE) is a widely used technique for separating and analyzing proteins or other biomolecules based on their size and charge. Gel bands may be isolated and digested for further analysis.

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Business G2C - Government to Citizen
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conforme (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email: ppmfacility@pgc.up.edu.ph with subject: "RFQ: MM-DD-YYYY"	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	Director Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Landline: 8 981-8500 local 4711				
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with sample submission.	See Table Below.	3 Hours	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
3. Submit sample at PGC. Note: Samples may be sent through a courier.	3.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	40 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	3.2 Inform client of the evaluation of	None	10 Minutes	<i>Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the submitted sample.			Protein, Proteomics, and Metabolomics Facility, PGC
4. Receive acknowledgement email from PGC. Note: For failed quality controls, the client can resubmit a new sample or submit a waiver allowing PPMF to proceed with the service analysis.	4.1 Proceed with project/service.	None	3 Days	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
	4.2 Draft service report.	None	3 Days	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
5. Receive Service Report. Note: If the service is unsatisfactory, client may discuss the report with PGC.	5.1 Email Service Report and relevant supporting files.	None	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
TOTAL		See Table Below.	7 Days, 5 Hours, 10 Minutes	

PAGE Analysis Fee

Fees to be paid	Base Price	Unit
1D PAGE - Basic Electrophoresis Service	Php 2,736.29	per gel
SDS PAGE custom-cast gel	Php 676.90	per gel
Native PAGE custom-cast gel	Php 665.27	per gel
2D PAGE Clean-up (removes albumin and IgG in serum/plasma)	Php 2,165.55	per sample
Isoelectric focusing	Php 5,538.83	per run

Fees to be paid	Base Price	Unit
2D SDS-PAGE (18 x 16 cm)	Php 6,019.78	per run
2D Native PAGE (18 x 16 cm)	Php 4,868.60	per run

10. REQUEST FOR PROTEIN EXTRACTION

Extraction methods offered vary depending on the source of the material. Sonication, French Pressure cells, enzymatic, and inclusion body solubilization are methods that allow for extraction from cell membranes. This is performed to rupture cell membranes to access intracellular proteins or proteins of other organelle components that are of interest.

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Business G2C - Government to Citizen
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conforme (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email: ppmfacility@pgc.up.edu.ph with	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
subject: "RFQ: MM-DD-YYYY" Landline: 8 981-8500 local 4711				
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with sample submission.	See Table Below.	3 Hours	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
3. Submit sample at PGC. Note: Samples may be sent through a courier.	3.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	40 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Inform client of the evaluation of the submitted sample.	None	10 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
4. Receive acknowledgement email from PGC. Note: For failed quality controls, the client can resubmit a new sample or submit a waiver allowing PPMF to proceed with the service analysis.	4.1 Proceed with project/service.	None	3 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	4.2 Draft service report.	None	3 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
5. Receive Service Report. Note: If the service is unsatisfactory, client may discuss the report with PGC.	5.1 Email Service Report and relevant supporting files.	None	30 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
TOTAL		See Table Below.	7 Days, 5 Hours, 10 Minutes	

Protein Extraction Fee

Fees to be paid	Base Price	Unit
via Sonication	Php 738.56	per run
via French Pressure Cell	Php 1,383.13	per run
via Enzymatic Lysis	Php 556.80	per run
via Inclusion Body Solubilization	Php 1,026.07	per run
via Alkaline Hydrolysis	Php 806.71	per run

Fees to be paid	Base Price	Unit
Other Extraction Methods	Php 1,345.56	per run
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

11. REQUEST FOR PROTEIN QUANTIFICATION

Protein quantification using the Bradford Assay technique which relies on the Coomassie Brilliant Blue G-250 dye. The indicator changes color when bound to proteins and is then quantitatively measured using a spectrophotometer and a developed standard curve.

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Business G2C - Government to Citizen
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conforme (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email: ppmfacility@pgc.up.edu.ph with	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
subject: "RFQ: MM-DD-YYYY" Landline: 8 981-8500 local 4711				
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with sample submission.	See Table Below.	3 Hours	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
3. Submit sample at PGC. Note: Samples may be sent through a courier.	3.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	40 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Inform client of the evaluation of the submitted sample.	None	10 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
4. Receive acknowledgement email from PGC. Note: For failed quality controls, the client can resubmit a new sample or submit a waiver allowing PPMF to proceed with the service analysis.	4.1 Proceed with project/service.	None	3 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	4.2 Draft service report.	None	3 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
5. Receive Service Report. Note: If the service is unsatisfactory, client may discuss the report with PGC.	5.1 Email Service Report and relevant supporting files.	None	30 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
TOTAL		See Table Below.	7 Days, 5 Hours, 10 Minutes	

Protein Quantification Fee

Fees to be paid	Base Price	Unit
Bradford Assay	Php 1,853.53	per run
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

12. REQUEST FOR PROTEIN/OMICS TRAINING SERVICES

Training of clients in an end-to-end workflow of protein and/or OMICS analyses.

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Complex
Type of Transaction	G2G - Government to Business G2C - Government to Citizen
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conforme (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email: ppmfacility@pgc.up.edu.ph with subject: "RFQ: MM-DD-YYYY" Landline:	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8981-8500 local 4711				
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with the service.	See Table Below.	3 Hours	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
3. Proceed to PGC for the availment of service. Note: Preferably, the request should be filed at least one (1) week before the proposed schedule.	3.1 Proceed with project/service. Assist clients and supervise during equipment use.	None	3 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	3.2 Draft service report.	None	2 Days	<i>Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Protein, Proteomics, and Metabolomics Facility, PGC
5. Receive Service Report.	5.1 Email Service Report and relevant supporting files.	None	1 Hour	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
TOTAL		See Table Below.	6 Days, 4 Hours, 50 Minutes	

Protein Quantification Fee

Fees to be paid	Base Price	Unit
Protein Analysis Package	Php 35,631.96	per lot
LC-MS Proteomics	Php 128,396.47	per lot
LC-MS Metabolomics	Php 52,892.15	per lot
MS Data Analysis and Statistical Analysis	Php 27,435.46	per lot
Post-Training Consultation	Php 6,800.65	per session
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

13. REQUEST FOR PROTEOMICS DATA PROCESSING

Processing of data from LC-MS proteomics analysis for protein profiling, peptide annotation, and protein identification.

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Business G2C - Government to Citizen
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conforme (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email: ppmfacility@pgc.up.edu.ph with subject: "RFQ: MM-DD-YYYY"	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	Director Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Landline: 8 981-8500 local 4711				
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with sample submission.	See Table Below.	3 Hours	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
3. Submit sample at PGC. Note: Samples may be sent through a courier.	3.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	40 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	3.2 Inform client of the evaluation of the submitted sample.	None	10 Minutes	<i>Director Protein, Proteomics, and</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Metabolomics Facility, PGC
4. Receive acknowledgement email from PGC. Note: For failed quality controls, the client can resubmit a new sample or submit a waiver allowing PPMF to proceed with the service analysis.	4.1 Proceed with project/service.	None	3 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	4.2 Draft service report.	None	3 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
5. Receive Service Report. Note: If the service is unsatisfactory, client may discuss the report with PGC.	5.1 Email Service Report and relevant supporting files.	None	30 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
TOTAL		See Table Below.	7 Days, 5 Hours, 10 Minutes	

Protein Quantification Fee

Fees to be paid	Base Price	Unit
Peptide/Protein Mass Determination	Php 345.65	per hour
Peptide/Protein Annotation	Php 345.65	per hour
Statistical Analysis	Php 345.65	per hour
De Novo Sequencing	Php 345.65	per hour
Post-Translational Modifications Determination	Php 345.65	per hour
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

14. REQUEST FOR SAMPLE PREPARATION

Sample preparation services generally include equipment/instruments that may involve lysis, drying, dialysis, and/or centrifugation techniques that would allow homogenization, separation, or concentrating of samples in preparation for more advanced characterization or preparation techniques.

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Business G2C - Government to Citizen
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conforme (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email: ppmfacility@pgc.up.edu.ph with	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
subject: "RFQ: MM-DD-YYYY" Landline: 8 981-8500 local 4711				
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with sample submission.	See Table Below.	3 Hours	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
3. Submit sample at PGC. Note: Samples may be sent through a courier.	3.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	40 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Inform client of the evaluation of the submitted sample.	None	10 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
4. Receive acknowledgement email from PGC. Note: For failed quality controls, the client can resubmit a new sample or submit a waiver allowing PPMF to proceed with the service analysis.	4.1 Proceed with project/service.	None	3 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	4.2 Draft service report.	None	3 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
5. Receive Service Report. Note: If the service is unsatisfactory, client may discuss the report with PGC.	5.1 Email Service Report and relevant supporting files.	None	30 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
TOTAL		See Table Below.	7 Days, 5 Hours, 10 Minutes	

Surface Plasmon Resonance (SPR) Fee

Fees to be paid	Base Price	Unit
SPR Analysis (5 dilutions per analyte)	Php 10,912.48	per run
per additional dilution	Php 287.58	per dilution
Immobilization - amine coupling for CM5 chip	Php 8,356.25	per run
Immobilization - His Capture for NTA chip	Php 13,551.95	per run

Fees to be paid	Base Price	Unit
CM5 sensor chip	Php 28,836.90	per chip
NTA sensor chip	Php 62,731.99	per chip
Sensogram Processing and Analysis	Php 342.93	per hour
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

15. REQUEST FOR SURFACE PLASMON RESONANCE (SPR) INTERACTION SCREENING FOR BINDING KINETICS AND AFFINITY ANALYSIS

Involves the immobilization of biomolecules on a sensor surface where interactions lead to changes in the refractive index of the surface and therefore, refracted light index. These signals are plotted against time and can demonstrate kinetics and binding energy profiles.

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Business G2C - Government to Citizen
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conforme (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email:	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ppmfacility@pgc.up.edu.ph with subject: "RFQ: MM-DD-YYYY" Landline: 8 981-8500 local 4711				
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with sample submission.	See Table Below.	3 Hours	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
3. Submit sample at PGC. Note: Samples may be sent through a courier.	3.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible	None	40 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	signs of contamination.			
	3.2 Inform client of the evaluation of the submitted sample.	None	10 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
4. Receive acknowledgement email from PGC. Note: For failed quality controls, the client can resubmit a new sample or submit a waiver allowing PPMF to proceed with the service analysis.	4.1 Proceed with project/service.	None	5 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	4.2 Draft service report.	None	3 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
5. Receive Service Report. Note: If the service is unsatisfactory, client may discuss the report with PGC.	5.1 Email Service Report and relevant supporting files.	None	30 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
TOTAL		See Table Below.	9 Days, 5 Hours, 10 Minutes	

Surface Plasmon Resonance (SPR) Fee

Fees to be paid	Base Price	Unit
SPR Analysis (5 dilutions per analyte)	Php 10,912.48	per run
per additional dilution	Php 287.58	per dilution

Fees to be paid	Base Price	Unit
Immobilization - amine coupling for CM5 chip	Php 8,356.25	per run
Immobilization - His Capture for NTA chip	Php 13,551.95	per run
CM5 sensor chip	Php 28,836.90	per chip
NTA sensor chip	Php 62,731.99	per chip
Sensogram Processing and Analysis	Php 342.93	per hour
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

16. REQUEST FOR ULTRA-HIGH PERFORMANCE LIQUID CHROMATOGRAPHY (UHPLC)

Polyacrylamide Gel Electrophoresis (PAGE) is a widely used technique for separating and analyzing proteins or other biomolecules based on their size and charge. Gel bands may be isolated and digested for further analysis.

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Business G2C - Government to Citizen
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conforme (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email: ppmfacility@pgc.up.edu.ph with	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
subject: "RFQ: MM-DD-YYYY" Landline: 8 981-8500 local 4711				
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with sample submission.	See Table Below.	3 Hours	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
3. Submit sample at PGC. Note: Samples may be sent through a courier.	3.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	40 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Inform client of the evaluation of the submitted sample.	None	10 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
4. Receive acknowledgement email from PGC. Note: For failed quality controls, the client can resubmit a new sample or submit a waiver allowing PPMF to proceed with the service analysis.	4.1 Proceed with project/service.	None	8 Days	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
	4.2 Draft service report.	None	3 Days	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
5. Receive Service Report. Note: If the service is unsatisfactory, client may discuss the report with PGC.	5.1 Email Service Report and relevant supporting files.	None	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
TOTAL		See Table Below.	12 Days, 5 Hours, 10 Minutes	

Ultra-High Performance Liquid Chromatography (UHPLC) Fee

Fees to be paid	Base Price	Unit
Reduction/Alkylation	Php 530.38	per sample
Proteolytic Digestion (Trypsin)	Php 994.99	per sample
Proteolytic Digestion (LysC)	Php 2,047.94	per sample
C18 Spin Column Treatment	Php 1,722.82	per sample
Isobaric TMT Labeling	Php 8,354.83	per run



Fees to be paid	Base Price	Unit
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

17. REQUEST FOR WESTERN BLOT ANALYSIS

Characterization technique that involves the initial separation of the proteins in a sample by size through gel electrophoresis. The separated proteins are then transferred from the gel onto a membrane which is treated with antibodies targeting the protein of interest. Expression level and size are determined.

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Business G2C - Government to Citizen
Who may Avail	Other Government Agencies or Clients outside UP System Administration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conforme (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email: ppmfacility@pgc.up.edu.ph with	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
subject: "RFQ: MM-DD-YYYY" Landline: 8 981-8500 local 4711				
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with sample submission.	See Table Below.	3 Hours	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
3. Submit sample at PGC. Note: Samples may be sent through a courier.	3.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	40 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Inform client of the evaluation of the submitted sample.	None	10 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
4. Receive acknowledgement email from PGC. Note: For failed quality controls, the client can resubmit a new sample or submit a waiver allowing PPMF to proceed with the service analysis.	4.1 Proceed with project/service.	None	8 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	4.2 Draft service report.	None	3 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
5. Receive Service Report. Note: If the service is unsatisfactory, client may discuss the report with PGC.	5.1 Email Service Report and relevant supporting files.	None	30 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
TOTAL		See Table Below.	12 Days, 5 Hours, 10 Minutes	

Western Blot Analysis Fee

Fees to be paid	Base Price	Unit
WB with PVDF membrane	Php 6,788.32	per run
WB with Nitrocellulose membrane	Php 6,458.17	per run
Detection with client-provided antibodies	Php 1,053.84	per run
Detection with PPMF-provided antibodies	Php 1,412.32	per run
Additional Cost: 12% Value-Added Tax	Per Service Quotation	



PHILIPPINE GENOME CENTER INTERNAL SERVICES



**PHILIPPINE GENOME CENTER
ADMINISTRATIVE SECTION
INTERNAL SERVICES**

1. REQUEST FOR RENTAL OF VENUE, OFFICE SPACE, AND GUEST ROOM

Process in requesting available facilities in the Philippine Genome Center.

Office or Division	Philippine Genome Center - Administrative Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request (1 Digital Copy)	Requesting Party
2. ADMIN Form C-01 Facilities Reservation (1 Digital Copy)	Philippine Genome Center - Administrative Section
Note: To be accomplished only once confirmed availability.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request via email (pgc@up.edu.ph) or at the PGC Admin Office, UG Floor, Left Wing, PGC Building, A. Ma. Regidor Street, UP Campus Diliman, Quezon City.	1.1 Receive request, check availability of the facility, and inform the requesting party. If available, send Admin Form C-01 Facilities Reservation.	None	1 Hour	Administrative Officer V PGC
TOTAL (if no facility is available)		None	1 Hour	
2. Send accomplished Admin Form C-01 Facilities Reservation.	2.1 Receive accomplished form and prepare and send a billing statement to the requesting party.	None	1 Day	Administrative Officer V PGC
3. Receive the billing statement and pay rental fees at the UP System Cash Office (SCO), System Finance	3.1 Receive payment and issue Official Receipt.	See Table below.	1 Hour	Acting Chief SCO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
and Administration Building (SFAB), Magsaysay Avenue, UP Diliman Campus, Quezon City.				
4. Receive Official Receipt and send or deliver copy to PGC via channels mentioned in Step 1.	4.1 Receive document and confirm reservation.	None	1 Hour	<i>Administrative Officer V</i> PGC
TOTAL		None	1 Day, 3 Hours	

Room Rate Reference

Venue / Facility ¹	Base Price	Additional Cost
UG Big Conference Room	Php 3,500.00 / 8 hours	Php 437.50 per succeeding hour
Additional Cost: 12% Value-Added Tax (excluding UP CUs)	Per Service Quotation	
¹ Other facilities not available		

2. REQUEST FOR VISIT/TOUR AND MISCELLANEOUS REQUEST FOR STUDENTS/RESEARCHERS/COLLABORATORS

Educational visits are conducted for the public subject to the availability of the facilities and facilitators. Visits and/or tours provide an avenue to promote laboratory services available to local researchers as well as raise the awareness of omics, its applications, and its significant role in R&D.

Office or Division	Philippine Genome Center - Administrative Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request with the following information (1 Digital Copy): • Date and Time of Visit • Purpose • Primary Coordinator • List of Names and Affiliation	Requesting Party
2. Non-Disclosure Agreement (1 Original Copy)	Philippine Genome Center - Administrative Section
Note: To be accomplished on the date of the visit.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and accomplished form via email (pgc@up.edu.ph or capacitydevelopment@pgc.up.edu.ph).	1.1 Receive request, endorse to concerned facility, check availability of the facility, and inform the requesting party.	None	6 Hours	<i>Executive Director</i> PGC
TOTAL (if no facility is available)		None	6 Hours	
	1.2 Provide confirmation on the original schedule or provide alternative options, if any.	None	1 Day	<i>Executive Director</i> PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive confirmation of visit.	2.1 Finalize schedule and provide visitor guidelines and reminders prior to the visit.	None	1 Day	<i>Executive Director</i> PGC
TOTAL		None	2 Days, 6 Hours	



PHILIPPINE GENOME CENTER BIOBANK CORE FACILITY EXTERNAL SERVICES

1. REQUEST FOR BASIC TRAINING ON HUMAN BIOBANK (ONSITE)

The BCF offers onsite basic training on human biobanking for professionals and stakeholders in biomedical research, healthcare, and biorepository management. The training covers topics such as definition of a biobank, requirements for setting up a biobank and ethical, legal and social issues surrounding biobanks.

Office or Division	Philippine Genome Center - Biobank Core Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Training Request Form (1 Digital Copy)	Philippine Genome Center - Biobank Core Facility (biobankcorefacility.pgc@up.edu.ph)
2. Service Quotation - Signed (1 copy printed or electronic)	Philippine Genome Center - Biobank Core Facility (biobankcorefacility.pgc@up.edu.ph)
Note: To be prepared by PGC after finalizing the details of the request.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send initial inquiry through any of the following platform: <u>Email:</u> biobankcorefacility.pgc@up.edu.ph <u>Landline:</u> 8 981-8500 local 4703	1.1 Acknowledge inquiry and provide initial guidance as reference. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
	1.2 Schedule a meeting with the client to discuss training details.	None	30 Minutes	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Attend the meeting to confirm scope and duration of requested training.	2.1 Finalize training arrangements.	None	1 Day	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
	2.2 Prepare a service quotation based on scope and duration requested by client.	None	4 Hours	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
	2.3 Email client the service quotation for final review and confirmation.	None	1 Hour	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
3. Review official service quotation and confirm by returning the signed copy back to the Coordinator.	3.1 Prepare the training or workshop logistics.	None	10 days	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
	3.2 Communicate final logistic details with the client.	None	1 Day ¹	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
	3.3 Confirm completion of training or workshop and prepare for post-logistics documentation.	None	30 Minutes	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
	3.4 Issue applicable training or workshop certifications.	None	1 Day	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
	3.5 Bill the client based on availed service.	None	1 Day	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Settle payment at UP System Cash Office and provide proof to the Coordinator or the PGC Administrative Section.	4.1 Verify payment with the UP System Cash Office.	See Table Below	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
TOTAL		See Table Below	14 Days, 6 Hours, 30 Minutes	

¹Excluding actual duration of training which may vary depending on the scope of requested service.

Training Fee

Fees to be paid	Unit of Measure	Unit Cost
Rate Per Day	Per Head ²	Php 2,700.00
Additional Cost: 12% Value-Added Tax (excluding UP CUs)	Per Service Quotation	

²Minimum of 10 participants per session

2. REQUEST FOR BIOLOGICAL SAMPLE REPOSITORY

Process for requesting sample storage in the Philippine Genome Center.

Office or Division	Philippine Genome Center - Biobank Core Facility
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Specimen Transmittal Form (STF) (1 Digital Copy)	Philippine Genome Center - Biobank Core Facility (biobankcorefacility.pgc@up.edu.ph)
2. Service Quotation - Signed (1 Digital Copy) Note: To be prepared by PGC after finalizing the details of the request.	Philippine Genome Center - Biobank Core Facility (biobankcorefacility.pgc@up.edu.ph)
3. Service Agreement Form (SAF) (1 copy printed or electronic)	Philippine Genome Center - Biobank Core Facility (biobankcorefacility.pgc@up.edu.ph)
4. Other documentary requirements e.g., applicable ethics approval and sample related permits (1 copy printed or electronic)	Requesting Party (from authorize approving or certifying body based on specimen type)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send initial inquiry through below platform: Email: biobankcorefacility.pgc@up.edu.ph	1.1 Acknowledge inquiry and provide initial guidance as reference. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
	1.2 Schedule a meeting with a client.	None	30 Minutes	<i>BCF Program Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Biobank Core Facility (BCF), PGC
2. Meet with the facilities' technical team for discussion of biobanking service.	2.1 Request client to comply with the following requirements: -Fill out the Specimen Transmittal Form -Specimen supporting documents -Details for the Service Quotation	None	4 Hours	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
3. Complete and submit documents requested from Step 2.1	3.1 Review provided details and documents.	None	2 Hours	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
	3.2 Prepare Service Quotation and Service Agreement	None	4 Hours	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
	3.1 Email client the Service Quotation	None	2 Hours	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
4. Review official Service Quotation and Service Agreement. Confirm by returning the signed copy back to the Coordinator.	4.1 Acknowledge signed documents.	None	1 Day	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
	4.2 Prepare the Billing Invoice and email a copy to the client.	None	1 Day	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	5.1 Verify payment with UP System Cash Office.	See Table Below.	4 Hours	<i>Administrative Officer V</i> Administrative Section, PGC
	5.2 Inform client to proceed with the scheduling sample delivery.	None	1 Hour	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
6. Prepare and deliver the samples based on agreed schedule.	6.1 Receive and store the samples.	None	1 Hour ¹	<i>University Researcher I</i> Biobank Core Facility (BCF), PGC
	6.2 Monitor the stored sample and sent reminders to clients at least three (3) days before the end of their storage contract.	None	1 Hour	<i>University Researcher I</i> Biobank Core Facility (BCF), PGC
7. Inform coordinator on the retrieval of stored samples through email. Note: In case of extension, the client should notify the facility immediately.	7.1 Acknowledge the schedule of retrieval and ensure availability of facility coordinator to assist the client. Note: In case of extension, refer to Step 3 to Step 6 .	None	1 Hour	<i>University Researcher I</i> Biobank Core Facility (BCF), PGC
8. Retrieve the samples.	8.1 Release sample.	None	1 Day	<i>BCF Program Director</i> Biobank Core Facility (BCF), PGC
TOTAL		See Table Below	5 Days, 5 Hours	

¹Excluding actual duration of wet lab process which may vary depending on the scope of requested service.

Biological Sample Repository Fee

Fees to be paid	Unit of Measure	Unit Cost
Rate Per Day	Per Head ²	Php 2,700.00
SERV01 -20°C Storage Freezer Storage 2" cryobox in -20°C (~100 samples in 2ml vials)	Per Box/ Per Month	Php 62.00
SERV02 -80°C Ultra-Low Temperature (ULT) Freezer Storage 2" cryobox in -80°C (~100 samples in 2ml vials)	Per Box/ Per Month	Php 182.00
SERV03 Sample Processing		
SERV03.1 Biospecimen receipt (Non-Infectious)*	Per batch (receipt of a sample or 2" cryobox)	Php 793.00
SERV03.2 Biospecimen receipt (Human and other potentially Infectious)*	Per batch (receipt of a sample or 2" cryobox)	Php 1,587.00
SERV03.3 Biospecimen retrieval (Non-Infectious)	Per batch (receipt of a sample or 2" cryobox)	Php 198.00
SERV03.04 Biospecimen retrieval (Human and other potentially Infectious)	Per batch (receipt of a sample or 2" cryobox)	Php 397.00
SERV04 Additional Cost - To be determined upon client request.		
Additional Cost: 12% Value-Added Tax (excluding UP CUs)	Per Service Quotation	

*vials not included in the costing.



**PHILIPPINE GENOME CENTER
CORE FACILITY FOR BIOINFORMATICS
EXTERNAL SERVICES**

1. REQUEST FOR BIOINFORMATICS TRAINING AND WORKSHOPS (COMMISSIONED)

Researchers who want to enhance their knowledge on the latest advances in genomics and bioinformatics may request for training and workshops.

Office or Division	Philippine Genome Center - Core Facility for Bioinformatics
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Training Request Form (1 Digital Copy)	Philippine Genome Center - Core Facility for Bioinformatics
2. Service Quotation - Signed (1 Digital Copy)	Philippine Genome Center - Core Facility for Bioinformatics
Note: To be prepared by PGC after finalizing the details of the request.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send initial inquiry through any of the following platform: <u>Email:</u> bioinformatics@pgc.up.edu.ph <u>Landline:</u> 8 981-8500 local 4706	1.1 Acknowledge inquiry and request client to fill out Training Request Form. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	1 Hour	<i>Program Director</i> Core Facility for Bioinformatics, PGC
2. Fill out the Training Request Form and submit copy to the Coordinator.	2.1 Review provided details.	None	10 minutes	<i>Program Director</i> Core Facility for Bioinformatics, PGC
	2.2 Schedule a meeting with the client.	None	20 Minutes	<i>Program Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Core Facility for Bioinformatics, PGC
3. Attend the scheduled meeting and provide training topics and other relevant details.	3.1 Design a training program and schedule for approval of the client.	None	1 Day	<i>Program Director</i> Core Facility for Bioinformatics, PGC
4. Confirm scope and duration of requested training or workshop.	4.1 Prepare the quotation based on the agreed service.	None	1 Day	<i>Program Director</i> Core Facility for Bioinformatics, PGC
5. Review the official service quotation and confirm by returning the signed copy back to the Coordinator.	5.1 Prepare the training or workshop logistics.	None	10 Days	<i>Program Director</i> Core Facility for Bioinformatics, PGC
	5.2 Communicate final logistic details with the client.	None	1 Day	<i>Program Director</i> Core Facility for Bioinformatics, PGC
	5.3 Confirm completion of training or workshop and prepare for post-logistics documentation.	None	30 Minutes	<i>Program Director</i> Core Facility for Bioinformatics, PGC
	5.4 Issue applicable training or workshop certifications.	None	1 Day	<i>Program Director</i> Core Facility for Bioinformatics, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.5 Bill the client based on availed service.	None	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
6. Settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	6.1 Verify payment with the UP System Cash Office.	See Table Below.	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
	6.2. Update records of completed transactions.	None	1 Hour	<i>Administrative Officer V</i> Administrative Section, PGC
TOTAL		See Table Below.	16 Days, 3 Hours	

Training and Workshop Fee

Fees to be paid	Unit of Measure	Unit Cost
Rate per day (minimum of ten (10) participants per session)	Per Head	Php 2,750.00
Additional Cost: 12% Value-Added Tax (excluding UP CUs)	Per Service Quotation	

2. REQUEST FOR CUSTOM BIOINFORMATICS SERVICE

The CFB offers customized analysis workflow design, execution, scripting, and consultation depending on the specific needs or research questions of the client.

Office or Division	Philippine Genome Center - Core Facility for Bioinformatics
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Custom Service Request Form (1 Digital Copy)	Philippine Genome Center - Core Facility for Bioinformatics Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Custom Service Request form via email at bioinformatics@pgc.up.edu.ph .	1.1 Receive form and assess if details are correct. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	3 Hours	<i>Program Director</i> Core Facility for Bioinformatics, PGC
	1.2 Schedule meeting and meet with client to come up and agree with the workflow, pricing, and other analysis details.	None	1 Day	<i>Program Director</i> Core Facility for Bioinformatics, PGC
	1.3 Implement analysis. Note: Processing time may vary depending on the actual needs of the client or duration of the availed services.	None	10 Days	<i>Program Director</i> Core Facility for Bioinformatics, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Craft final report, and transmit to the client along with all of the pertinent data generated.	None	1 Day	<i>Program Director</i> Core Facility for Bioinformatics, PGC
2. Receive final report and data, and confirm completion of service and acceptance of results.	2.1 Issue Billing Invoice to client.	None	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
3. Settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	3.1 Verify payment with UP System Cash Office.	None	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
TOTAL		See Table Below.	14 Days, 3 Hours	

Custom Bioinformatics Fee

Fees to be paid	Base Price	Additional Cost
Resource-Hour Rate	Php 4.00	12% Value-Added Tax per service quotation (excluding UP CUs)
Terabyte-Chunk Per Day	Php 50.00	
Man-Hour Rate	Php 360.00	
Submission Fee Per Day	Php 140.00	

3. REQUEST FOR DIRECT ACCESS SERVICE AND DATA STORAGE

Direct Access clients can use the CFB's computer and storage systems for data analysis and storage, as well as program development. Our systems contain a multitude of tools and databases for bioinformatics analysis and other applications. Clients are also given user support, which include, among others, installation of new software, and troubleshooting.

Office or Division	Philippine Genome Center - Core Facility for Bioinformatics
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

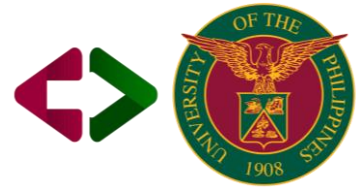
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Direct Access Request Form (1 Digital Copy)	Philippine Genome Center - Core Facility for Bioinformatics Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Direct Access Request form via email at bioinformatics@pgc.up.edu.ph .	1.1 Receive form and assess if details are correct. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	4 Hours	<i>Program Director</i> Core Facility for Bioinformatics, PGC
	1.2 Schedule orientation to be attended by the client.	None	1 Day	<i>Program Director</i> Core Facility for Bioinformatics, PGC
2. Attend scheduled orientation.	2.1 Conduct the orientation.	None	3 Hours	<i>Program Director</i> Core Facility for Bioinformatics, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Take the quiz.	3.1 Conduct quiz after the orientation. Provide the Direct Access details once passed.	None	1 Day	<i>Program Director</i> Core Facility for Bioinformatics, PGC
4. Receive Direct Access details and use the CFB's computer and storage systems.	4.1 Once completed, bill the client based on the service availed.	None	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
5. Settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	5.1 Verify payment with UP System Cash Office.	See Table Below.	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
TOTAL		See Table Below.	4 Days, 7 Hours	

Direct Access Fee

Fees to be paid	Base Price	Additional Cost
Resource-Hour Rate	Php 3.00	12% Value-Added Tax per service quotation (excluding UP CUs)
Terabyte-Chunk Per Day	Php 30.00	
Submission Fee Per Day	Php 100.00	



**PHILIPPINE GENOME CENTER
DNA SEQUENCING CORE FACILITY
EXTERNAL SERVICES**

1. REQUEST FOR DNA/RNA EXTRACTION (CLINICAL SAMPLES) FOR TISSUE PARAFFINIZED

Provides high-quality nucleic acid extraction services, specializing in the extraction of both DNA and RNA. We utilize specialized kits for extracting DNA/RNA from FFPE blocks and follow the protocols supplied by the manufacturers of these kits.

Office or Division	Philippine Genome Center - DNA Sequencing Core Facility
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Sample/s to be processed	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send initial inquiry through any of the following platform: <u>Email:</u> dnasequencing@pgc.up.edu.ph <u>Landline:</u> 8 981-8500 local 4707	1.1 Acknowledge inquiry and provide a guide on how to proceed. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
2. Confirm scope and duration of requested service.	2.1 Prepare the quotation based on the agreed service and send it to the client.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
3. Review the service quotation and confirm by returning the signed copy back to the Coordinator.	3.1 Receive confirmation and provide guidance for sample submission.	None	10 Minutes	<i>Program Director</i> DNA Sequencing Core Facility, PGC
4. Submit sample based on agreed	4.1 Receive sample.	None	10 Minutes	<i>University Researcher III</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
requirement and schedule.				DNA Sequencing Core Facility, PGC
	4.2 Inform the client on the sample process and turnaround time. Note: Process includes Sample Inspection, Extraction, and Quality Check/Control. This also excludes the actual duration of wet lab process which may vary depending on the scope of requested service.	None	1 Day	University Researcher III DNA Sequencing Core Facility, PGC
	4.3 Notify the client upon completion of the service and the schedule for claiming the result.	None	1 Hour	University Researcher III DNA Sequencing Core Facility, PGC
5. Claim sample and confirm completion of service.	5.1 Bill the client based on availed service.	None	1 Day	Administrative Officer V Administrative Section, PGC
5. Settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	5.1 Verify payment with UP System Cash Office.	See Table Below.	1 Day	Administrative Officer V Administrative Section, PGC
TOTAL		See Table Below.	3 Days, 3 Hours, 20 Minutes	

DNA/RNA Extraction Fee (Paraffinized)

Fees to be paid	Unit of Measure	Unit Cost
Extraction-Tissue (Paraffinized) Note: Depending on sample type and nucleic acid to be extracted	Per Sample	Php 2,750.00 to Php 5,000.00
Additional Cost: 12% Value-Added Tax (excluding UP CUs)	Per Service Quotation	

2. REQUEST FOR DNA EXTRACTION

DNA extraction involves the isolation of nucleic acid material from cells. It includes the extraction of genomic DNA from tissues, microbial isolates, plants, whole blood, and environmental samples.

Office or Division	Philippine Genome Center - DNA Sequencing Core Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Information Sheet (1 Original Copy)	Philippine Genome Center Website
2. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website
Returning Client	
1. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send initial inquiry through any of the following platform: <u>Email:</u> dnasequencing@pgc.up.edu.ph <u>Landline:</u> 8 981-8500 local 4707	1.1 Acknowledge inquiry and provide a guide on how to proceed. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
2. Confirm scope and duration of requested service.	2.1 Prepare the quotation based on the agreed service and send it to the client.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
3. Review the service quotation and confirm by	3.1 Receive confirmation and provide guidance	None	10 Minutes	<i>Program Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
returning the signed copy back to the Coordinator.	for sample submission.			DNA Sequencing Core Facility, PGC
4. Submit sample based on agreed requirement and schedule together with the Client Information Sheet and Sample Submission Form at the DSCF room 111 A (Receiving Room), Philippine Genome Center, A. Ma. Regidor Street, PGC Building, UP Diliman Campus, Quezon City. Note: Sample may be submitted via a courier service. PGC does not accept <i>Category A</i> pathogens (for isolates only).	4.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	10 Minutes	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
5. Fill in the necessary fields in the Logbook for Receipt of Samples at the DSCF Receiving Room (111A).	5.1 Verify information provided and issue Acknowledgement Receipt (AR).	None	1 Hour	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
6. Receive AR of the samples. Note: The project is in effect upon receipt of AR.	6.1 Implement project: perform the extraction.	None	3 Days	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
	6.2 Email client of the result of the	None	1 Day	<i>University Researcher III</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	extraction/project and billing statement, if project completed. Note: Emails are categorized as • Good yield • Failed Sample			DNA Sequencing Core Facility, PGC
If good yield				
7. Receive email and settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	7.1 Verify payment with UP System Cash Office.	See table below.	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
If Failed Sample				
7. Receive email and do any of the following steps as indicated in the email by PGC: • Send waiver to continue processing the failed sample. • Resend samples as indicated in Step 4. Note: Every repetition of extraction would cost an additional fee.	7.1 Implement project: perform the extraction.	None	1 Day	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
	7.2 Email client of the result of the extraction/project and billing	None	1 Day	<i>University Researcher III</i> DNA Sequencing

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	statement, if project completed. Note: Emails are categorized as • Good yield • Failed Sample Note: Repetition of agency actions and clients steps may be necessary.			Core Facility, PGC
8. Receive email and settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	8.1 Verify payment with UP System Cash Office.	See table below.	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
TOTAL (if good yield)		See Table Below.	5 Days, 3 Hours, 20 Minutes	
TOTAL (if failed sample)		See Table Below.	8 Days, 3 Hours, 20 Minutes	

DNA Extraction Fee

Fees to be paid	Base Price	Unit
Spin-column	Php 1,305.00 - Php 2,730.00	per sample
Magnetic-bead	Php 626.00 - Php 1,602.00	per sample
Organic-Liquid Extraction	Php 1,131.00 - Php 2,102.00	per sample

3. REQUEST FOR DNA/PCR PURIFICATION

Purification of PCR amplicons using enzymatic, spin-column and bead-based methods for downstream applications.

Office or Division	Philippine Genome Center - DNA Sequencing Core Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Information Sheet (1 Original Copy)	Philippine Genome Center Website
2. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website
Returning Client	
1. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send initial inquiry through any of the following platform: <u>Email:</u> dnasequencing@pgc.up.edu.ph <u>Landline:</u> 8 981-8500 local 4707	1.1 Acknowledge inquiry and provide a guide on how to proceed. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
2. Confirm scope and duration of requested service.	2.1 Prepare the quotation based on the agreed service and send it to the client.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
3. Review the service quotation and confirm by returning the	3.1 Receive confirmation and provide guidance	None	10 Minutes	<i>Program Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
signed copy back to the Coordinator.	for sample submission.			DNA Sequencing Core Facility, PGC
4. Submit sample based on agreed requirement and schedule together with the Client Information Sheet and Sample Submission Form at the DSCF room 111 A (Receiving Room), Philippine Genome Center, A. Ma. Regidor Street, PGC Building, UP Diliman Campus, Quezon City. Note: Sample may be submitted via a courier service. PGC does not accept <i>Category A</i> pathogens (for isolates only).	4.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	10 Minutes	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
5. Fill in the necessary fields in the Logbook for Receipt of Samples at the DSCF Receiving Room (111A).	5.1 Verify information provided and issue Acknowledgement Receipt (AR).	None	1 Hour	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
6. Receive AR of the samples. Note: The project is in effect upon receipt of AR.	6.1 Implement project: perform the extraction.	None	3 Days	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
	6.2 Email client of the result of the	None	1 Day	<i>University Researcher III</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	extraction/project and billing statement, if project completed. Note: Emails are categorized as • Good yield • Failed Sample			DNA Sequencing Core Facility, PGC
If good yield				
7. Receive email and settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	7.1 Verify payment with UP System Cash Office.	See table below.	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
If Failed Sample				
7. Receive email and do any of the following steps as indicated in the email by PGC: • Send waiver to continue processing the failed sample. • Resend samples as indicated in Step 4. Note: Every repetition of extraction would cost an additional fee.	7.1 Implement project: perform the extraction.	None	1 Day	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
	7.2 Email client of the result of the extraction/project and billing	None	1 Day	<i>University Researcher III</i> DNA Sequencing

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	statement, if project completed. Note: Emails are categorized as • Good yield • Failed Sample Note: Repetition of agency actions and clients steps may be necessary.			Core Facility, PGC
8. Receive email and settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	8.1 Verify payment with UP System Cash Office.	See table below.	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
TOTAL (if good yield)		See Table Below.	5 Days, 3 Hours, 20 Minutes	
TOTAL (if failed sample)		See Table Below.	8 Days, 3 Hours	

DNA/PCR Purification Fee

Method	Base Price	Unit
Enzymatic cleanup	Php 320.00	per sample
Magnetic bead-based cleanup	Php 355.00	per sample
Gel Excision (recovery kit)	Php 694.00	per sample
Gel Excision (freeze and squeeze)	Php 475.00	per sample
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

4. REQUEST FOR DNA/RNA EXTRACTION FOR BLOOD/SERUM

PGC-DNA provides high-quality nucleic acid extraction services, specializing in the extraction of both DNA and RNA. We utilize specialized kits for DNA/RNA extraction from plasma and serum, following the protocols supplied by the manufacturers of these kits.

Office or Division	Philippine Genome Center - DNA Sequencing Core Facility
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send initial inquiry through any of the following platform: <u>Email:</u> dnasequencing@pgc.up.edu.ph <u>Landline:</u> 8 981-8500 local 4707	1.1 Acknowledge inquiry and provide a guide on how to proceed and provide quotation. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
2. Confirm scope and duration of requested service and send samples to PGC.	2.1 Acknowledge receipt of sample.	None	1 Day	<i>Program Director</i> DNA Sequencing Core Facility, PGC
	2.2 Process sample and send report and billing statement to client upon project completion.	None	4 Days	<i>Program Director</i> DNA Sequencing Core Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive email and settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	3.1 Verify payment with UP System Cash Office.	See table below.	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
TOTAL		See Table Below.	6 Days, 1 Hour	

DNA/RNA Extraction for Blood/Serum Fee

Method	Base Price	Unit
Extraction- Blood/Serum (Depending on sample type and nucleic acid to be extracted)	PhP 2,000 - Php 5,000	per sample
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

5. REQUEST FOR FRAGMENT ANALYSIS

Fluorescent-tagged fragments of DNA are sized by capillary electrophoresis in comparison to a size standard. Its applications include microsatellite (STR) analysis, SNP genotyping, finger-printing and relative fluorescence quantitation.

Office or Division	Philippine Genome Center - DNA Sequencing Core Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Information Sheet (1 Original Copy)	Philippine Genome Center Website
2. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website
Returning Client	
1. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send initial inquiry through any of the following platform: <u>Email:</u> dnasequencing@pgc.up.edu.ph <u>Landline:</u> 8 981-8500 local 4707	1.1 Acknowledge inquiry and provide a guide on how to proceed. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
2. Confirm scope and duration of requested service.	2.1 Prepare the quotation based on the agreed service and send it to the client.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
3. Review the service quotation and confirm by	3.1 Receive confirmation and provide guidance	None	10 Minutes	<i>Program Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
returning the signed copy back to the Coordinator.	for sample submission.			DNA Sequencing Core Facility, PGC
4. Submit sample based on agreed requirement and schedule together with the Client Information Sheet and Sample Submission Form at the DSCF room 111 A (Receiving Room), Philippine Genome Center, A. Ma. Regidor Street, PGC Building, UP Diliman Campus, Quezon City. Note: Sample may be submitted via a courier service. PGC does not accept <i>Category A</i> pathogens (for isolates only).	4.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	10 Minutes	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
5. Fill in the necessary fields in the Logbook for Receipt of Samples at the DSCF Receiving Room (111A).	5.1 Verify information provided and issue Acknowledgement Receipt (AR).	None	1 Hour	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
6. Receive AR of the samples. Note: The project is in effect upon receipt of AR.	6.1 Implement project: perform the service requested.	None	5 Days	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
	6.2 Email client of the result of the	None	1 Day	<i>University Researcher III</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	extraction/project and billing statement.			DNA Sequencing Core Facility, PGC
7. Receive email and settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	7.1 Verify payment with UP System Cash Office.	See table below.	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
TOTAL		See Table Below.	7 Days, 3 Hours, 20 Minutes	

Fragment Analysis Fee

Method	Base Price	Unit
Fragment Analysis (minimum of 48 samples)	PHP 223.00	Per Sample
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

6. REQUEST FOR LABORATORY AND EQUIPMENT USE (DSCF)

PGC-DSCF accepts requests for BSL-2 laboratory and equipment use on an appointment basis. The BSL-2 laboratory is used for handling moderately to highly infectious samples.

Office or Division	Philippine Genome Center - DNA Sequencing Core Facility
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CGL Room Request Form (1 Digital Copy)	Philippine Genome Center - Clinical Genomic Laboratory (clinicalgenomicslaboratory@up.edu.ph)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send initial inquiry through any of the following platform: <u>Email:</u> dnasequencing@pgc.up.edu.ph <u>Landline:</u> 8 981-8500 local 4707	1.1 Acknowledge inquiry and provide the CGL Room Request Form. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	1 Hour	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
2. Fill out the form and send it via email.	2.1 Acknowledge request and facilitate for Laboratory Manager's Approval.	None	1 Day	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
	2.2 Issue Service Quotation to client	None	1 Hour	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceed to the facility during the reservation schedule.	3.1 Assist clients and disinfect the room after use.	None	1 Day	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
	3.2 Prepare the Billing Invoice and email a copy to the client.	See table below	1 Hour	<i>Administrative Officer V</i> Administrative Section, PGC
4. Settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	4.1 Verify payment with UP System Cash Office.	None	4 Hours	<i>Administrative Officer V</i> Administrative Section, PGC
TOTAL		None	2 Days, 7 Hours	

Equipment/Laboratory Use Fee

Method	Base Price	Unit
ABI 7500 fast real-time PCR	Php 1,299.00	per run
ABI StepOnePlus real-time PCR	Php 1,299.00	per run
Covaris ultrasonicator (with g-TUBE)	Php 3,465.00	per sample
Covaris ultrasonicator (with microTUBE)	Php 1,713.00	per sample
3730 xl for Fragment Analysis	Php 7,971.00	per plate
3730 xl for MSI Analysis	Php 3,345.00	per sample (at least 96 samples per run)
MiSeq FGx / RUO	Php 62,450.00	per run
NextSeq / NovaSeq	Php 78,883.00	per run
Ion S5	Php 93,923.00	per run
Varioskan flash/lux multimode multiplate reader	Php 1,818.00	per run
Pippin prep library size selection	Php 1,552.00	per run (at least 5 samples per run)
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

7. REQUEST FOR NEXT-GENERATION SEQUENCING (NGS)

Depending on the desired quality, yield, read length, and cost, PGC offers next generation sequencing using different platforms to generate high-resolution sequence data. This includes library preparation and the actual sequencing run.

Office or Division	Philippine Genome Center - DNA Sequencing Core Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Information Sheet (1 Original Copy)	Philippine Genome Center Website
2. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website
Returning Client	
1. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send initial inquiry through any of the following platform: <u>Email:</u> dnasequencing@pgc.up.edu.ph <u>Landline:</u> 8 981-8500 local 4707	1.1 Acknowledge inquiry and provide a guide on how to proceed. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
2. Confirm scope and duration of requested service.	2.1 Prepare the quotation based on the agreed service and send it to the client.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
3. Review the service quotation and confirm by	3.1 Receive confirmation and provide guidance	None	10 Minutes	<i>Program Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
returning the signed copy back to the Coordinator.	for sample submission.			DNA Sequencing Core Facility, PGC
4. Submit sample based on agreed requirement and schedule together with the Client Information Sheet and Sample Submission Form at the DSCF room 111 A (Receiving Room), Philippine Genome Center, A. Ma. Regidor Street, PGC Building, UP Diliman Campus, Quezon City. Note: Sample may be submitted via a courier service. PGC does not accept <i>Category A</i> pathogens (for isolates only).	4.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	10 Minutes	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
5. Fill in the necessary fields in the Logbook for Receipt of Samples at the DSCF Receiving Room (111A).	5.1 Verify information provided and issue Acknowledgement Receipt (AR).	None	1 Hour	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
6. Receive AR of the samples. Note: The project is in effect upon receipt of AR.	6.1 Implement project: perform the service requested.	None	1 Days	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
	6.2 Email client of the result of the	None	1 Day	<i>University Researcher III</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	extraction/project and billing statement, if project completed. Note: Emails are categorized as • Good yield • Failed Sample			DNA Sequencing Core Facility, PGC
If good yield				
	6.2 Proceed with the project and email project completion.	None	14 Days	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
7. Receive email and settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	7.1 Verify payment with UP System Cash Office.	See table below.	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
If Failed Sample				
7. Receive email and do any of the following steps as indicated in the email by PGC: • Send waiver to continue processing the failed sample. • Resend samples as indicated in Step 4. Note: Every repetition of extraction would	7.1 Implement project: perform the extraction.	None	1 Day	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
cost an additional fee.				
	7.2 Email client of the result of the extraction/project and billing statement, if project completed. Note: Emails are categorized as • Good yield • Failed Sample Note: Repetition of agency actions and clients steps may be necessary.	None	1 Day	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
8. Receive email and settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	8.1 Verify payment with UP System Cash Office.	See table below.	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
TOTAL (if good yield)		See Table Below.	17 Days, 3 Hours, 20 Minutes	
TOTAL (if failed sample)		See Table Below.	20 Days, 3 Hours, 20 Minutes	

Fragment Analysis Fee

Method	Base Price	Unit
Library Preparation		
16S Metagenomics	3,691.00	per sample
Nextera XT	8,898.00	per sample
DNA Prep	8,016.00	per samples
TruSeq DNA PCR-free	9,285.00	per sample
TruSeq DNA Nano	9,411.00	per sample
TruSeq Stranded mRNA	9,669.00	per sample

Method	Base Price	Unit
TruSeq Stranded Total RNA Library Prep, Ligation with Ribo-Zero Plus	19,933.00	per sample
TruSeq Stranded Total RNA (Plant)	18,207.00	per sample
TruSeq Stranded Total RNA (H/M/R)	18,946.00	per sample
TruSeq Stranded RNA v2	15,638.00	per sample
TruSeq Small RNA	32,126.00	per sample
Nextera Exome	16,460.00	per sample
DNA Prep Exome	13,005.00	per sample
TruSeq RNA Exome	45,020.00	per sample
ForenSeq DNA Signature	8,660.00	per sample
Infinium Methylation	49,125.00	per sample
TruSight Oncology 500 with NextSeq HO 300 cycles Kit	114,098.00	per sample
TruSight Oncology 500	46,647.00	per sample
AmpliSeq BRCA	46,886.00	per sample
AmpliSeq Cancer Hotspot Panel v2	19,753.00	per sample
AmpliSeq Cancer Hotspot Panel v3	40,424.00	per sample
TruSight 170 with NextSeq	79,926.00	per sample
TruSight Hereditary Cancer	23,303.00	per sample
TruSight One Expanded Panel	22,174.00	per sample
Focus Panel	36,135.00	per sample
Ampliseq Custom DNA Panel for Illumina	19,468.00	per sample
MGIEasy	10,091.00	per sample
MGI Atoplex	13,849.00	per sample
Qiagen AMR	37,331.00	per sample
Qiagen 16S Metagenomics	7,072.00	per sample
Qiagen 16/ITS Screening Panel	7,072.00	per sample
Sequencing		
MiSeq Fgx Reagent Micro Kit (600 cycles)	223,965.00	per run
MiSeq Fgx Reagent Kit (600 cycles)	518,805.00	per run
MiSeq Reagent Nano kit v2 (300 cycles)	39,870.00	per run
MiSeq Reagent Nano kit v2 (500 cycles)	47,890.00	per run
MiSeq Reagent Micro kit v2 (300 cycles)	60,102.00	per run
MiSeq Reagent Kit v2 kit (300 cycles)	142,952.00	per run
MiSeq Reagent Kit v2 kit (500 cycles)	160,791.00	per run
MiSeq Reagent Kit v3 kit (150 cycles)	123,916.00	per run
MiSeq Reagent Kit v3 kit (600 cycles)	209,280.00	per run
NextSeq 500/550 Mid Output v2.5 kit (150 cycles)	140,584.00	per run
NextSeq 500/550 Mid Output v2.5 kit (300 cycles)	223,902.00	per run
NextSeq 500/550 High Output v2.5 kit (75 cycles)	161,309.00	per run
NextSeq 500/550 High Output v2.5 kit (150 cycles)	387,789.00	per run
NextSeq 500/550 High Output v2.5 kit (300 cycles)	584,758.00	per run

Method	Base Price	Unit
NovaSeq 6000 SP Reagent Kit (2 x 50 bp)	212,058.00	per run
NovaSeq 6000 SP Reagent Kit (2 x 100 bp)	337,505.00	per run
NovaSeq 6000 SP Reagent Kit (2 x 150 bp)	368,154.00	per run
NovaSeq 6000 SP Reagent Kit (2 x 250 bp)	515,416.00	per run
NovaSeq 6000 S1 Reagent Kit (2 x 50 bp)	388,773.00	per run
NovaSeq 6000 S1 Reagent Kit (2 x 100 bp)	595,152.00	per run
NovaSeq 6000 S1 Reagent Kit (2 x 150 bp)	644,238.00	per run
NovaSeq 6000 S2 Reagent Kit (2 x 50 bp)	732,105.00	per run
NovaSeq 6000 S2 Reagent Kit (2 x 100 bp)	1,104,460.00	per run
NovaSeq 6000 S2 Reagent Kit (2 x 150 bp)	1,178,090.00	per run
NovaSeq 6000 S4 Reagent Kit (2 x 100 bp)	1,586,111.00	per run
NovaSeq 6000 S4 Reagent Kit (2 x 150 bp)	1,767,134.00	per run
MiSeq FGx/RUO Equipment Use	62,450.00	per run
NextSeq/NovaSeq Equipment Use	78,883.00	per run
Ion Chip 510	252,868.00	per run
Ion Chip 520	466,329.00	per run
Ion Chip 530	697,356.00	per run
Ion Chip 540	590,437.00	per run
MGI FCS SE100	207,900.00	per run
MGI FCS PE100	362,578.00	per run
MGI FCS PE150	460,707.00	per run
MGI FCS PE300	648,648.00	per run
MGI FCL SE50	304,366.00	per run
MGI FCL SE100	322,661.00	per run
MGI FCL SE400	959,667.00	per run
MGI FCL PE100	491,400.00	per run
MGI FCL PE150	660,744.00	per run
MGI FCL PE200	829,937.00	per run
MGI 400 Equipment Use	23,101.00	per run
Microarray		
PharmacoScan	1,054,969.00	per 96 samples
PharmocoFocus	1,873,046.00	per 96 samples
Microarray Equipment Use	38,391.00	per run
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

8. REQUEST FOR NUCLEIC ACID QUANTIFICATION / CHARACTERIZATION

For sample quality and quantitation assessment using NanoDrop Spectrophotometer, Qubit Fluorometer, MultiNA, and Tapestation.

Office or Division	Philippine Genome Center - DNA Sequencing Core Facility
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Information Sheet (1 Original Copy)	Philippine Genome Center Website
2. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website
Returning Client	
1. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send initial inquiry through any of the following platform: <u>Email:</u> dnasequencing@pgc.up.edu.ph <u>Landline:</u> 8 981-8500 local 4707	1.1 Acknowledge inquiry and provide a guide on how to proceed. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
2. Confirm scope and duration of requested service.	2.1 Prepare the quotation based on the agreed service and send it to the client.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
3. Review the service quotation	3.1 Receive confirmation and	None	10 Minutes	<i>Program Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
and confirm by returning the signed copy back to the Coordinator.	provide guidance for sample submission.			DNA Sequencing Core Facility, PGC
4. Submit sample based on agreed requirement and schedule together with the Client Information Sheet and Sample Submission Form at the DSCF room 111 A (Receiving Room), Philippine Genome Center, A. Ma. Regidor Street, PGC Building, UP Diliman Campus, Quezon City. Note: Sample may be submitted via a courier service. PGC does not accept <i>Category A</i> pathogens (for isolates only).	4.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	30 Minutes	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
5. Fill in the necessary fields in the Logbook for Receipt of Samples at the DSCF Receiving Room (111A).	5.1 Verify information provided and issue Acknowledgement Receipt (AR).	None	30 Minutes	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
6. Receive AR of the samples. Note: The project is in effect upon receipt of AR.	6.1 Implement project: perform the service requested.	None	3 Days	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
	6.2 Email client of the result of the	None	4 Hours	<i>University Researcher III</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	extraction/project and billing statement.			DNA Sequencing Core Facility, PGC
7. Receive email and settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	7.1 Verify payment with UP System Cash Office.	See table below.	1 Hour	<i>Administrative Officer V</i> Administrative Section, PGC
TOTAL		See Table Below.	4 Days, 10 Minutes	

Nucleic Acid Quantification Fee

Fees to be paid	Base Price	Additional Cost
Qubit 2.0 Fluorometry	452.00	per sample
TapeStation (Genomic DNA)	1,460.00	per sample
TapeStation (D1000)	1,630.00	per sample
TapeStation (D5000)	1,430.00	per sample
TapeStation (HS - D1000)	1,270.00	per sample
TapeStation (HS - D5000)	1,370.00	per sample
TapeStation (RNA)	1,270.00	per sample
TapeStation (HS - RNA)	1,410.00	per sample
Agarose Gel Electrophoresis (DNA)	52.75	per sample
Agarose Gel Electrophoresis (PCR amplicon)	26.38	per sample
Pulsed-field gel electrophoresis	4,340.00	per run
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

9. REQUEST FOR POLYMERASE CHAIN REACTION

For sample quality and quantitation assessment using NanoDrop Spectrophotometer, Qubit Fluorometer, MultiNA, and Tapestation.

Office or Division	Philippine Genome Center - DNA Sequencing Core Facility
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Information Sheet (1 Original Copy)	Philippine Genome Center Website
2. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website
Returning Client	
1. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send initial inquiry through any of the following platform: <u>Email:</u> dnasequencing@pgc.up.edu.ph <u>Landline:</u> 8 981-8500 local 4707	1.1 Acknowledge inquiry and provide a guide on how to proceed. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
2. Confirm scope and duration of requested service.	2.1 Prepare the quotation based on the agreed service and send it to the client.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
3. Review the service quotation and confirm by returning the	3.1 Receive confirmation and provide guidance	None	10 Minutes	<i>Program Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
signed copy back to the Coordinator.	for sample submission.			DNA Sequencing Core Facility, PGC
4. Submit sample based on agreed requirement and schedule together with the Client Information Sheet and Sample Submission Form at the DSCF room 111 A (Receiving Room), Philippine Genome Center, A. Ma. Regidor Street, PGC Building, UP Diliman Campus, Quezon City. Note: Sample may be submitted via a courier service. PGC does not accept <i>Category A</i> pathogens (for isolates only).	4.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	10 Minutes	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
5. Fill in the necessary fields in the Logbook for Receipt of Samples at the DSCF Receiving Room (111A).	5.1 Verify information provided and issue Acknowledgement Receipt (AR).	None	10 Minutes	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
6. Receive AR of the samples. Note: The project is in effect upon receipt of AR.	6.1 Implement project: perform the extraction.	None	1 Day	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
	6.2 Email client of the result of the	None	1 Day	<i>University Researcher III</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	extraction/project and billing statement, if project completed. Note: Emails are categorized as • Good yield • Failed Sample			DNA Sequencing Core Facility, PGC
If good yield				
7. Receive email and settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	7.1 Verify payment with UP System Cash Office.	See table below.	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
If Failed Sample				
7. Receive email and do any of the following steps as indicated in the email by PGC: • Send waiver to continue processing the failed sample. • Resend samples as indicated in Step 4. Note: Every repetition of extraction would cost an additional fee.	7.1 Implement project: perform the extraction.	None	1 Day	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
	7.2 Email client of the result of the extraction/project and billing	None	1 Day	<i>University Researcher III</i> DNA Sequencing

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	statement, if project completed. Note: Emails are categorized as • Good yield • Failed Sample Note: Repetition of agency actions and clients steps may be necessary.			Core Facility, PGC
8. Receive email and settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	8.1 Verify payment with UP System Cash Office.	See table below.	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
TOTAL (if good yield)		See Table Below.	3 Days, 2 Hours, 30 Minutes	
TOTAL (if failed sample)		See Table Below.	6 Days, 2 Hours, 30 Minutes	

DNA/PCR Purification Fee

Method	Base Price	Unit
Enzymatic cleanup	Php 320.00	per sample
Magnetic bead-based cleanup	Php 355.00	per sample
Gel Excision (recovery kit)	Php 694.00	per sample
Gel Excision (freeze and squeeze)	Php 475.00	per sample
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

10. REQUEST FOR SANGER SEQUENCING

Capillary or Sanger sequencing by capillary electrophoresis is the gold standard sequencing of purified PCR products/amplicons up to 1000 bp and plasmids.

Office or Division	Philippine Genome Center - DNA Sequencing Core Facility
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Information Sheet (1 Original Copy)	Philippine Genome Center Website
2. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website
Returning Client	
1. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send initial inquiry through any of the following platform: <u>Email:</u> dnasequencing@pgc.up.edu.ph <u>Landline:</u> 8 981-8500 local 4707	1.1 Acknowledge inquiry and provide a guide on how to proceed. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
2. Confirm scope and duration of requested service.	2.1 Prepare the quotation based on the agreed service and send it to the client.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
3. Review the service quotation and confirm by returning the	3.1 Receive confirmation and provide guidance	None	10 Minutes	<i>Program Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
signed copy back to the Coordinator.	for sample submission.			DNA Sequencing Core Facility, PGC
4. Submit sample based on agreed requirement and schedule together with the Client Information Sheet and Sample Submission Form at the DSCF room 111 A (Receiving Room), Philippine Genome Center, A. Ma. Regidor Street, PGC Building, UP Diliman Campus, Quezon City. Note: Sample may be submitted via a courier service. PGC does not accept <i>Category A</i> pathogens (for isolates only).	4.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	10 Minutes	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
5. Fill in the necessary fields in the Logbook for Receipt of Samples at the DSCF Receiving Room (111A).	5.1 Verify information provided and issue Acknowledgement Receipt (AR).	None	10 Minutes	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
6. Receive AR of the samples. Note: The project is in effect upon receipt of AR.	6.1 Implement project: perform the extraction.	None	3 Days	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
	6.2 Email client of the result of the	None	1 Day	<i>University Researcher III</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	extraction/project and billing statement, if project completed. Note: Emails are categorized as • Good yield • Failed Sample			DNA Sequencing Core Facility, PGC
If good yield				
7. Receive email and settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	7.1 Verify payment with UP System Cash Office.	See table below.	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
If Failed Sample				
7. Receive email and do any of the following steps as indicated in the email by PGC: • Send waiver to continue processing the failed sample. • Resend samples as indicated in Step 4. Note: Every repetition of extraction would cost an additional fee.	7.1 Implement project: perform the extraction.	None	3 Days	<i>University Researcher III</i> DNA Sequencing Core Facility, PGC
	7.2 Email client of the result of the extraction/project and billing	None	1 Day	<i>University Researcher III</i> DNA Sequencing

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	statement, if project completed. Note: Emails are categorized as • Good yield • Failed Sample Note: Repetition of agency actions and clients steps may be necessary.			Core Facility, PGC
8. Receive email and settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	8.1 Verify payment with UP System Cash Office.	See table below.	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
TOTAL (if good yield)		See Table Below.	5 Days, 2 Hours, 30 Minutes	
TOTAL (if failed sample)		See Table Below.	10 Days, 2 Hours, 30 Minutes	

Sanger Sequencing Fee

Fees to be paid	Base Price	Additional Cost
Single Pass Reaction of Purified PCR Sample	Php 250.00	per sample

11. REQUEST FOR SEQUENCING TRAINING SERVICE

It involves lecture and laboratory training from basic to advanced molecular biology techniques for genomics, sequencing workflows.

Office or Division	Philippine Genome Center - DNA Sequencing Core Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Information Sheet (1 Original Copy)	Philippine Genome Center Website
2. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website
Returning Client	
1. Sample Submission Form (1 Original Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send initial inquiry through any of the following platform: <u>Email:</u> dnasequencing@pgc.up.edu.ph <u>Landline:</u> 8 981-8500 local 4707	1.1 Acknowledge inquiry and provide initial guidance as reference. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
2. Confirm scope and duration of requested service.	2.1 Prepare the quotation based on the agreed service and send it to the client.	None	1 Hour	<i>Program Director</i> DNA Sequencing Core Facility, PGC
3. Review the service quotation and confirm by	3.1 Receive confirmation and inform client of the	None	10 Minutes	<i>Program Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
returning the signed copy back to the Coordinator.	schedule for the training or immersion.			DNA Sequencing Core Facility, PGC
4. Proceed to DSCF, PGC at the specific starting date.	4.1 Accommodate client and brief them of the General Safety Guidelines.	None	10 Minutes	<i>Program Director</i> DNA Sequencing Core Facility, PGC
5. Fill in the necessary fields in the Logbook for Training in the laboratory.	5.1 Provide service (orientation, lectures, workshops)	None	5 Days	<i>Program Director</i> DNA Sequencing Core Facility, PGC
	5.2 Send a billing statement after the service.	None	5 Minutes	<i>Program Director</i> DNA Sequencing Core Facility, PGC
6. Receive email and settle payment at the UP System Cash Office and provide proof to the Coordinator. or Admin Office.	6.1 Verify payment with UP System Cash Office.	See table below.	1 Day	<i>Administrative Officer V</i> Administrative Section, PGC
TOTAL		See Table Below	6 Days, 2 Hours, 25 Minutes	

Sequencing Training Service Fee

Method	Base Price	Unit
Basic Molecular Biology Techniques for Next-Generation Sequencing (5 days training including hands-on exercises and lectures)	Php 5,000.00	per person
Basic Library Preparation for Next-Generation Sequencing (5 days training including hands-on exercises and lectures)	Php 33,500.00	per person



**PHILIPPINE GENOME CENTER
PROTEIN, PROTEOMICS, AND
METABOLOMICS FACILITY
INTERNAL SERVICES**

1. REQUEST FOR CIRCULAR DICHROISM SPECTROPOLARIMETRY (CD-SPEC) FOR PROTEIN SECONDARY STRUCTURE CHARACTERIZATION AND CHIRALITY CALCULATION

Type of laboratory service that uses polarized light to study the deviation of left and right polarized light transmitted through a sample that is known to be optically active (contains chiral molecules). CD-Spec is used to characterize the secondary structure of proteins and the ORD (optical rotatory dispersion) attachment is used to quantify the chirality of molecules

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conforme (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email:	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified	None	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ppmfacility@pgc.up.edu.ph with subject: "RFQ: MM-DD-YYYY" Landline: 8 981-8500 local 47111.	immediately. 1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated client will be notified immediately.			Junior Research Associate (Admin Staff)
	1.2 Schedule a consultation with the client, if needed. To further discuss requested service.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	Director Protein, Proteomics, and Metabolomics Facility, PGC
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with sample submission.	See Table Below.	30 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
3. Submit sample at PGC. Note: Samples may be sent through a courier.	3.1 Receive sample. Inspect for improper or damaged packaging, sample spillage,	None	1 Hour	<i>Director Protein, Proteomics, and</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	or any visible signs of contamination.			Metabolomics Facility, PGC
	3.2 Inform client of the evaluation of the submitted sample.	None	10 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
4. Receive acknowledgement email from PGC. Note: For failed quality controls, the client can resubmit a new sample or submit a waiver allowing PPMF to proceed with the service analysis.	4.1 Proceed with project/service.	None	1 Day ¹	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
	4.2 Draft service report.	None	2 Days	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
5. Receive Service Report. Note: If the service is unsatisfactory, client may discuss the report with PGC.	5.1 Email Service Report and relevant supporting files.	None	1 Hour	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
TOTAL		See Table Below	4 Days, 3 Hours, 20 Minutes	

¹Excluding actual duration of wet lab process which may vary depending on the scope of requested service.

CD-Spectropolarimetry Fee

Fees to be paid	Base Price	Unit
CD Analysis	Php 2,719.08	Per Run
ORD Analysis	Php 3,568.89	Per Run
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

2. REQUEST FOR COLD CONDITIONS STORAGE SERVICES

Dispensing of liquid nitrogen in either retail or bulk (greater than 24 L) volumes.

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conforme (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email: ppmfacility@pgc.up.edu.ph with subject: "RFQ: MM-DD-YYYY" Landline:	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8 981-8500 local 4711				
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with sample submission.	See Table Below.	30 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
3. Submit sample at PGC. Note: Samples may be sent through a courier.	3.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	50 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	3.2 Inform client of the evaluation of the submitted sample.	None	10 Minutes	<i>Director Protein, Proteomics, and</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Metabolomics Facility, PGC
4. Receive acknowledgement email from PGC. Note: For failed quality controls, the client can resubmit a new sample or submit a waiver allowing PPMF to proceed with the service analysis.	4.1 Proceed with project/service.	None	1 Day	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	4.2 Draft service report.	None	2 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
5. Receive Service Report. Note: If the service is unsatisfactory, client may discuss the report with PGC.	5.1 Email Service Report and relevant supporting files.	None	1 Hour	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
TOTAL		See Table Below.	4 Days, 3 Hours, 20 Minutes	

Cold Conditions Storage Fee

Fees to be paid	Base Price	Unit
Liquid Nitrogen (<24 L)	Php 370.95	per liter
Liquid Nitrogen (Bulk ≥ 24 L)	Php 151.67	per liter
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

3. REQUEST FOR EQUIPMENT RENTAL (PPMF)

Qualified clients can also avail of an equipment rental service where they can control the pacing and sequence of sample runs based on real-time analysis of results/QA indicators during runs.

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conforme (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email: ppmfacility@pgc.up.edu.ph with subject: "RFQ: MM-DD-YYYY"	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	Director Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Landline: 8981-8500 local 4711				
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with the service.	See Table Below.	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
3. Proceed to PGC for the availment of service. Note: Preferably, the request should be filed at least one (1) week before the proposed schedule.	3.1 Proceed with project/service. Assist clients and supervise during equipment use.	None	1 Day	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 Draft service report.	None	2 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
5. Receive Service Report.	5.1 Email Service Report and relevant supporting files.	None	1 Hour	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
TOTAL		See Table Below.	4 Days, 3 Hours, 20 Minutes	

Equipment Rental Fee

Fees to be paid	Base Price	Unit
Supervision	Php 361.98	per hour
French Pressure Cell	Php 1,520.98	per hour
Ultracentrifuge	Php 2,286.15	per hour
High-speed Centrifuge	Php 799.70	per hour
Refrigerated Microcentrifuge	Php 463.64	per hour
Ultrasonic Probe Sonicator	Php 315.01	per hour
Large Volume Shaking Incubator	Php 475.12	per hour
Drying Oven	Php 104.36	per hour
Lyophilizer (Freeze-dryer)	Php 716.23	per hour
Centrifugal Vacuum Concentrator (Centrivap)	Php 852.61	per hour
Stirred Cell Membrane Filter	Php 95.92	per run
Fast Protein Liquid Chromatography (FPLC)	Php 1,909.24	per hour
Multiwavelength Spectrophotometer	Php 1,745.07	per hour
1D PAGE System	Php 200.00	per hour
Isoelectric Focusing System	Php 673.55	per hour
2D PAGE System	Php 132.12	per hour
Western Blot System	Php 275.64	per hour
Multipurpose Imaging System	Php 1,843.13	per hour
Surface Plasmon Resonance (SPR)	Php 3,680.86	per hour
CD-ORD Spectroscopy	Php 2,179.20	per hour
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

4. REQUEST FOR FAST PROTEIN CHROMATOGRAPHY (FPLC)

A variation of High-Performance Liquid Chromatography (HPLC) that is specifically designed for biomolecules. This method relies on packed columns that allow the proteins of interest to bind based on size, charge, and/or affinity. These proteins are later eluted and collected in pre-determined volumes. These fractions are further analyzed or used as is.

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conforme (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email: ppmfacility@pgc.up.edu.ph with	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	Director Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
subject: "RFQ: MM-DD-YYYY" Landline: 8 981-8500 local 4711				
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with sample submission.	See Table Below.	3 Hours	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
3. Submit sample at PGC. Note: Samples may be sent through a courier.	3.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	40 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Inform client of the evaluation of the submitted sample.	None	10 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
4. Receive acknowledgement email from PGC. Note: For failed quality controls, the client can resubmit a new sample or submit a waiver allowing PPMF to proceed with the service analysis.	4.1 Proceed with project/service.	None	3 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	4.2 Draft service report.	None	3 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
5. Receive Service Report. Note: If the service is unsatisfactory, client may discuss the report with PGC.	5.1 Email Service Report and relevant supporting files.	None	30 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
TOTAL		See Table Below.	7 Days, 5 Hours, 10 Minutes	

Fast Protein Liquid Chromatography Fee

Fees to be paid	Base Price	Unit
FPLC Optimization	Php 6,267.77	per run
Ion-Exchange Chromatography	Php 4,312.70	per run
HiTrap FF IEX Column Selection Kit	Php 614.17	per column
Metal Affinity Chromatography	Php 4,053.06	per run
Histrap FF Affinity Column	Php 770.42	per column

Fees to be paid	Base Price	Unit
Size Exclusion Chromatography	Php 1,600.75	per hour
HiPrep 16/60 Sephacryl S-100 HR	Php 2,483.16	per column
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

5. REQUEST FOR MASS SPECTROMETRY (MS) SERVICE

This shall cover the following specific services:

- REQUEST FOR MASS SPECTROMETRY (MS) DATA POST-PROCESSING**
 Employment of pathway analysis (PA) and gene ontology (GO) enrichment bioinformatic techniques supplemented with visualizations for comprehensive MS data post- processing.
- REQUEST FOR MASS SPECTROMETRY (MS) METABOLOMICS ANALYSIS**
 Mass Spectrometry (MS) analysis of a sample's metabolome for metabolome profiling, compound annotation, and metabolite identification.
- REQUEST FOR MASS SPECTROMETRY (MS) PROTEOMICS ANALYSIS**
 Mass Spectrometry analysis of the samples' proteome for protein profiling, peptide annotation, and protein identification.
- REQUEST FOR MASS SPECTROMETRY (MS) SAMPLE PREPARATION - METABOLOMICS**
 Involves the extraction, purification, and reconstitution of extracts in MS-grade solvents for LC-MS metabolomics analysis.
- REQUEST FOR MASS SPECTROMETRY (MS) SAMPLE PREPARATION - PROTEOMICS**
 Involves a full workflow of MS proteomics sample preparation as prerequisite for LC-MS proteomics analysis which begins with the reduction/ alkylation of proteins, quantification, and digestion of all proteins present. A clean-up process is followed and is then prepared for reconstitution in MS-grade solvents.

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conforme (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email: ppmfacility@pgc.up.edu.ph with subject: "RFQ: MM-DD-YYYY" Landline: 8 981-8500 local 4711	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	Director Protein, Proteomics, and Metabolomics Facility, PGC
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	Director Protein, Proteomics, and Metabolomics Facility, PGC
	1.3 Deliberate on the requested services.	None	10 minutes	Director Protein, Proteomics, and Metabolomics Facility, PGC
	1.4 Prepare quotations based on the client	None	1 Day	Director

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	requirements and email to client. Note: PGC will send forms that the client needs to accomplish.			Protein, Proteomics, and Metabolomics Facility, PGC
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with sample submission.	See Table Below.	3 Hours	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
3. Submit sample at PGC. Note: Samples may be sent through a courier.	3.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	40 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
	3.2 Inform client of the evaluation of the submitted sample.	None	10 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
4. Receive acknowledgement email from PGC. Note: For failed quality controls, the client can resubmit a new sample or submit a waiver allowing PPMF to proceed with the service analysis.	4.1 Proceed with project/service.	None	3 Days	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
	4.2 Draft service report.	None	3 Days	<i>Director</i> Protein, Proteomics, and

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Metabolomics Facility, PGC
5. Receive Service Report. Note: If the service is unsatisfactory, client may discuss the report with PGC.	5.1 Email Service Report and relevant supporting files.	None	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
TOTAL		See Table Below.	7 Days, 5 Hours, 10 Minutes	

Mass Spectrometry (MS) - Data Post Processing

Fees to be paid	Base Price	Unit
Data Post-Processing	Php 566.73	per hour
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

Mass Spectrometry (MS) Metabolomics Analysis

Fees to be paid	Base Price	Unit
Full Scan - Single Injection (low complexity)	Php 1,413.81	per run
Full Scan - Single Injection (mid complexity)	Php 1, 880.69	per run
Full Scan - Single Injection (high complexity)	Php 2,347.57	per run
MSn Scan - Single Injection (low complexity)	Php 1,413.81	per run
MSn Scan Single Injection (mid complexity)	Php 1, 880.69	per run
MSn Scan - Single Injection (high complexity)	Php 2,347.57	per run
Label-Free Quantification - Triplicate Injection	Php 6,082.58	
Label-Free Quantification - Additional Injection	Php 2,328.89	per run
Quantification by SIM - Standards, 5 Concentration, Triplicate Injection	Php 30,638.57	per standard
Quantification by SIM - Samples, Triplicate Injection	Php 6,511.76	per sample
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

Mass Spectrometry (MS) Proteomics Analysis

Fees to be paid	Base Price	Unit
Full Scan - Single Injection (low complexity)	Php 3,281.32	per run
Full Scan - Single Injection (mid complexity)	Php 6,082.58	per run
Full Scan - Single Injection (high complexity)	Php 8,883.84	per run
MSn Scan - Single Injection (low complexity)	Php 3,281.32	per run
MSn Scan - Single Injection (mid complexity)	Php 6,082.58	per run
MSn Scan - Single Injection (high complexity)	Php 8,883.84	per run
Label-Free Quantification - Triplicate Injection	Php 11,685.09	per sample
Label-Free Quantification - Additional Injection	Php 6,082.58	per run
Quantification by SIM - Standards, 5 Concentration, Triplicate Injection	Php 60,797.08	per standard
Quantification by SIM - Samples, Triplicate Injection	Php 12,543.47	per sample
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

Mass Spectrometry (MS) - Metabolomics Fee

Fees to be paid	Base Price	Unit
Sample Drying	Php 1,046.13	per batch
Methanol Extraction/Reconstitution	Php 624.99	per sample
SPE Treatment (C18)	Php 821.08	per sample
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

Mass Spectrometry (MS) Sample Preparation - Proteomics Fee

Fees to be paid	Base Price	Unit
Reduction/Alkylation	Php 530.38	per sample
Proteolytic Digestion (Trypsin)	Php 994.99	per sample
Proteolytic Digestion (LysC)	Php 2,047.94	per sample
C18 Spin Column Treatment	Php 1,722.82	per sample
Isobaric TMT Labeling	Php 8,354.83	per run
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

6. REQUEST FOR METABOLOMICS DATA PROCESSING

Data pre-processing of .RAW files which includes noise reduction, peak detection, alignment, normalization. This is followed by metabolite identification against multiple databases and metabolite quantification (if applicable and reference is available).

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conforme (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email: ppmfacility@pgc.up.edu.ph with subject: "RFQ: MM-DD-YYYY"	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	Director Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Landline: 8 981-8500 local 4711				
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with sample submission.	See Table Below.	3 Hours	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
3. Submit sample at PGC. Note: Samples may be sent through a courier.	3.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	40 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	3.2 Inform client of the evaluation of	None	10 Minutes	<i>Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the submitted sample.			Protein, Proteomics, and Metabolomics Facility, PGC
4. Receive acknowledgement email from PGC. Note: For failed quality controls, the client can resubmit a new sample or submit a waiver allowing PPMF to proceed with the service analysis.	4.1 Proceed with project/service.	None	3 Days	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
	4.2 Draft service report.	None	3 Days	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
5. Receive Service Report. Note: If the service is unsatisfactory, client may discuss the report with PGC.	5.1 Email Service Report and relevant supporting files.	None	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
TOTAL		See Table Below.	7 Days, 5 Hours, 10 Minutes	

Metabolomics Data Processing Fee

Fees to be paid	Base Price	Unit
Mass Determination and Chemical Formula Prediction	Php 272.32	per hour
Library Search	Php 272.32	per hour
Statistical Analysis	Php 272.32	per hour
De Novo Structure Elucidation	Php 342.93	per hour
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

7. REQUEST FOR MULTIPURPOSE IMAGING

An imaging system that captures visual data from electrophoresis gels. Filters allow for the distinction of gel band size and intensity against a reference and a molecular weight ladder.

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conforme (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email: ppmfacility@pgc.up.edu.ph with subject: "RFQ: MM-DD-YYYY"	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	Director Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Landline: 8 981-8500 local 4711				
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with sample submission.	See Table Below.	3 Hours	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
3. Submit sample at PGC. Note: Samples may be sent through a courier.	3.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	40 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	3.2 Inform client of the evaluation of	None	10 Minutes	<i>Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the submitted sample.			Protein, Proteomics, and Metabolomics Facility, PGC
4. Receive acknowledgement email from PGC. Note: For failed quality controls, the client can resubmit a new sample or submit a waiver allowing PPMF to proceed with the service analysis.	4.1 Proceed with project/service.	None	3 Days	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
	4.2 Draft service report.	None	3 Days	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
5. Receive Service Report. Note: If the service is unsatisfactory, client may discuss the report with PGC.	5.1 Email Service Report and relevant supporting files.	None	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
TOTAL		See Table Below.	7 Days, 5 Hours, 10 Minutes	

Multipurpose Imaging Fee

Fees to be paid	Base Price	Unit
Imaging and Image Analysis	Php 1,625.23	per run
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

8. REQUEST FOR MULTIWAVELENGTH SPECTROMETRY

An analytical tool that uses the absorbance or transmission of light to study the matrices/composition of samples and consequently, the wavelengths of light it absorbs. The PPMF MWS can measure absorbance, fluorescence, and chemiluminescence.

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conforme (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email: ppmfacility@pgc.up.edu.ph with	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
subject: "RFQ: MM-DD-YYYY" Landline: 8 981-8500 local 4711				
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with sample submission.	See Table Below.	3 Hours	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
3. Submit sample at PGC. Note: Samples may be sent through a courier.	3.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	40 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Inform client of the evaluation of the submitted sample.	None	10 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
4. Receive acknowledgement email from PGC. Note: For failed quality controls, the client can resubmit a new sample or submit a waiver allowing PPMF to proceed with the service analysis.	4.1 Proceed with project/service.	None	3 Days	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
	4.2 Draft service report.	None	3 Days	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
5. Receive Service Report. Note: If the service is unsatisfactory, client may discuss the report with PGC.	5.1 Email Service Report and relevant supporting files.	None	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
TOTAL		See Table Below.	7 Days, 5 Hours, 10 Minutes	

Multiwavelength Spectrometry Fee

Fees to be paid	Base Price	Unit
Absorbance scan	Php 1,658.31	per run
Fluorescence scan	Php 1,818.51	per run
Luminescence scan	Php 1,658.31	per run
Kinetics Analysis (Auto-injector)	Php 1,674.67	per run
Additional Cost: 12% Value-Added Tax		Per Service Quotation

9. REQUEST FOR PAGE ANALYSIS

Polyacrylamide Gel Electrophoresis (PAGE) is a widely used technique for separating and analyzing proteins or other biomolecules based on their size and charge. Gel bands may be isolated and digested for further analysis.

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conforme (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email: ppmfacility@pgc.up.edu.ph with subject: "RFQ: MM-DD-YYYY"	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	Director Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Landline: 8 981-8500 local 4711				
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with sample submission.	See Table Below.	3 Hours	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
3. Submit sample at PGC. Note: Samples may be sent through a courier.	3.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	40 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	3.2 Inform client of the evaluation of	None	10 Minutes	<i>Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the submitted sample.			Protein, Proteomics, and Metabolomics Facility, PGC
4. Receive acknowledgement email from PGC. Note: For failed quality controls, the client can resubmit a new sample or submit a waiver allowing PPMF to proceed with the service analysis.	4.1 Proceed with project/service.	None	3 Days	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
	4.2 Draft service report.	None	3 Days	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
5. Receive Service Report. Note: If the service is unsatisfactory, client may discuss the report with PGC.	5.1 Email Service Report and relevant supporting files.	None	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
TOTAL		See Table Below.	7 Days, 5 Hours, 10 Minutes	

PAGE Analysis Fee

Fees to be paid	Base Price	Unit
1D PAGE - Basic Electrophoresis Service	Php 2,736.29	per gel
SDS PAGE custom-cast gel	Php 676.90	per gel
Native PAGE custom-cast gel	Php 665.27	per gel
2D PAGE Clean-up (removes albumin and IgG in serum/plasma)	Php 2,165.55	per sample
Isoelectric focusing	Php 5,538.83	per run

Fees to be paid	Base Price	Unit
2D SDS-PAGE (18 x 16 cm)	Php 6,019.78	per run
2D Native PAGE (18 x 16 cm)	Php 4,868.60	per run

10. REQUEST FOR PROTEIN EXTRACTION

Extraction methods offered vary depending on the source of the material. Sonication, French Pressure cells, enzymatic, and inclusion body solubilization are methods that allow for extraction from cell membranes. This is performed to rupture cell membranes to access intracellular proteins or proteins of other organelle components that are of interest.

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conforme (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email: ppmfacility@pgc.up.edu.ph with	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	Director Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
subject: "RFQ: MM-DD-YYYY" Landline: 8 981-8500 local 4711				
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with sample submission.	See Table Below.	3 Hours	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
3. Submit sample at PGC. Note: Samples may be sent through a courier.	3.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	40 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Inform client of the evaluation of the submitted sample.	None	10 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
4. Receive acknowledgement email from PGC. Note: For failed quality controls, the client can resubmit a new sample or submit a waiver allowing PPMF to proceed with the service analysis.	4.1 Proceed with project/service.	None	3 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	4.2 Draft service report.	None	3 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
5. Receive Service Report. Note: If the service is unsatisfactory, client may discuss the report with PGC.	5.1 Email Service Report and relevant supporting files.	None	30 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
TOTAL		See Table Below.	7 Days, 5 Hours, 10 Minutes	

Protein Extraction Fee

Fees to be paid	Base Price	Unit
via Sonication	Php 738.56	per run
via French Pressure Cell	Php 1,383.13	per run
via Enzymatic Lysis	Php 556.80	per run
via Inclusion Body Solubilization	Php 1,026.07	per run
via Alkaline Hydrolysis	Php 806.71	per run



Fees to be paid	Base Price	Unit
Other Extraction Methods	Php 1,345.56	per run
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

11. REQUEST FOR PROTEIN QUANTIFICATION

Protein quantification using the Bradford Assay technique which relies on the Coomassie Brilliant Blue G-250 dye. The indicator changes color when bound to proteins and is then quantitatively measured using a spectrophotometer and a developed standard curve.

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conformance (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email: ppmfacility@pgc.up.edu.ph with	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
subject: "RFQ: MM-DD-YYYY" Landline: 8 981-8500 local 4711				
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with sample submission.	See Table Below.	3 Hours	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
3. Submit sample at PGC. Note: Samples may be sent through a courier.	3.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	40 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Inform client of the evaluation of the submitted sample.	None	10 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
4. Receive acknowledgement email from PGC. Note: For failed quality controls, the client can resubmit a new sample or submit a waiver allowing PPMF to proceed with the service analysis.	4.1 Proceed with project/service.	None	3 Days	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
	4.2 Draft service report.	None	3 Days	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
5. Receive Service Report. Note: If the service is unsatisfactory, client may discuss the report with PGC.	5.1 Email Service Report and relevant supporting files.	None	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
TOTAL		See Table Below.	7 Days, 5 Hours, 10 Minutes	

Protein Quantification Fee

Fees to be paid	Base Price	Unit
Bradford Assay	Php 1,853.53	per run
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

12. REQUEST FOR PROTEIN/OMICS TRAINING SERVICES

Training of clients in an end-to-end workflow of protein and/or OMICS analyses.

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conforme (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email: ppmfacility@pgc.up.edu.ph with subject: "RFQ: MM-DD-YYYY" Landline:	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8981-8500 local 4711				
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with the service.	See Table Below.	3 Hours	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
3. Proceed to PGC for the availment of service. Note: Preferably, the request should be filed at least one (1) week before the proposed schedule.	3.1 Proceed with project/service. Assist clients and supervise during equipment use.	None	3 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	3.2 Draft service report.	None	2 Days	<i>Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Protein, Proteomics, and Metabolomics Facility, PGC
5. Receive Service Report.	5.1 Email Service Report and relevant supporting files.	None	1 Hour	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
TOTAL		See Table Below.	6 Days, 4 Hours, 50 Minutes	

Protein Quantification Fee

Fees to be paid	Base Price	Unit
Protein Analysis Package	Php 35,631.96	per lot
LC-MS Proteomics	Php 128,396.47	per lot
LC-MS Metabolomics	Php 52,892.15	per lot
MS Data Analysis and Statistical Analysis	Php 27,435.46	per lot
Post-Training Consultation	Php 6,800.65	per session
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

13. REQUEST FOR PROTEOMICS DATA PROCESSING

Processing of data from LC-MS proteomics analysis for protein profiling, peptide annotation, and protein identification.

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conforme (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email: ppmfacility@pgc.up.edu.ph with subject: "RFQ: MM-DD-YYYY"	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	Director Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Landline: 8 981-8500 local 4711				
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with sample submission.	See Table Below.	3 Hours	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
3. Submit sample at PGC. Note: Samples may be sent through a courier.	3.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	40 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	3.2 Inform client of the evaluation of the submitted sample.	None	10 Minutes	<i>Director Protein, Proteomics, and</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Metabolomics Facility, PGC
4. Receive acknowledgement email from PGC. Note: For failed quality controls, the client can resubmit a new sample or submit a waiver allowing PPMF to proceed with the service analysis.	4.1 Proceed with project/service.	None	3 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	4.2 Draft service report.	None	3 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
5. Receive Service Report. Note: If the service is unsatisfactory, client may discuss the report with PGC.	5.1 Email Service Report and relevant supporting files.	None	30 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
TOTAL		See Table Below.	7 Days, 5 Hours, 10 Minutes	

Protein Quantification Fee

Fees to be paid	Base Price	Unit
Peptide/Protein Mass Determination	Php 345.65	per hour
Peptide/Protein Annotation	Php 345.65	per hour
Statistical Analysis	Php 345.65	per hour
De Novo Sequencing	Php 345.65	per hour
Post-Translational Modifications Determination	Php 345.65	per hour
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

14. REQUEST FOR SAMPLE PREPARATION

Sample preparation services generally include equipment/instruments that may involve lysis, drying, dialysis, and/or centrifugation techniques that would allow homogenization, separation, or concentrating of samples in preparation for more advanced characterization or preparation techniques.

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conforme (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email: ppmfacility@pgc.up.edu.ph with	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
subject: "RFQ: MM-DD-YYYY" Landline: 8 981-8500 local 4711				
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with sample submission.	See Table Below.	3 Hours	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
3. Submit sample at PGC. Note: Samples may be sent through a courier.	3.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	40 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Inform client of the evaluation of the submitted sample.	None	10 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
4. Receive acknowledgement email from PGC. Note: For failed quality controls, the client can resubmit a new sample or submit a waiver allowing PPMF to proceed with the service analysis.	4.1 Proceed with project/service.	None	3 Days	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
	4.2 Draft service report.	None	3 Days	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
5. Receive Service Report. Note: If the service is unsatisfactory, client may discuss the report with PGC.	5.1 Email Service Report and relevant supporting files.	None	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
TOTAL		See Table Below.	7 Days, 5 Hours, 10 Minutes	

Surface Plasmon Resonance (SPR) Fee

Fees to be paid	Base Price	Unit
SPR Analysis (5 dilutions per analyte)	Php 10,912.48	per run
per additional dilution	Php 287.58	per dilution
Immobilization - amine coupling for CM5 chip	Php 8,356.25	per run
Immobilization - His Capture for NTA chip	Php 13,551.95	per run

Fees to be paid	Base Price	Unit
CM5 sensor chip	Php 28,836.90	per chip
NTA sensor chip	Php 62,731.99	per chip
Sensogram Processing and Analysis	Php 342.93	per hour
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

15. REQUEST FOR SURFACE PLASMON RESONANCE (SPR) INTERACTION SCREENING FOR BINDING KINETICS AND AFFINITY ANALYSIS

Involves the immobilization of biomolecules on a sensor surface where interactions lead to changes in the refractive index of the surface and therefore, refracted light index. These signals are plotted against time and can demonstrate kinetics and binding energy profiles.

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conformance (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email:	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	Director Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ppmfacility@pgc.up.edu.ph with subject: "RFQ: MM-DD-YYYY" Landline: 8 981-8500 local 4711				
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with sample submission.	See Table Below.	3 Hours	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
3. Submit sample at PGC. Note: Samples may be sent through a courier.	3.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible	None	40 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	signs of contamination.			
	3.2 Inform client of the evaluation of the submitted sample.	None	10 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
4. Receive acknowledgement email from PGC. Note: For failed quality controls, the client can resubmit a new sample or submit a waiver allowing PPMF to proceed with the service analysis.	4.1 Proceed with project/service.	None	5 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	4.2 Draft service report.	None	3 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
5. Receive Service Report. Note: If the service is unsatisfactory, client may discuss the report with PGC.	5.1 Email Service Report and relevant supporting files.	None	30 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
TOTAL		See Table Below.	9 Days, 5 Hours, 10 Minutes	

Surface Plasmon Resonance (SPR) Fee

Fees to be paid	Base Price	Unit
SPR Analysis (5 dilutions per analyte)	Php 10,912.48	per run
per additional dilution	Php 287.58	per dilution

Fees to be paid	Base Price	Unit
Immobilization - amine coupling for CM5 chip	Php 8,356.25	per run
Immobilization - His Capture for NTA chip	Php 13,551.95	per run
CM5 sensor chip	Php 28,836.90	per chip
NTA sensor chip	Php 62,731.99	per chip
Sensogram Processing and Analysis	Php 342.93	per hour
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

16. REQUEST FOR ULTRA-HIGH PERFORMANCE LIQUID CHROMATOGRAPHY (UHPLC)

Polyacrylamide Gel Electrophoresis (PAGE) is a widely used technique for separating and analyzing proteins or other biomolecules based on their size and charge. Gel bands may be isolated and digested for further analysis.

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conforme (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email: ppmfacility@pgc.up.edu.ph with	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
subject: "RFQ: MM-DD-YYYY" Landline: 8 981-8500 local 4711				
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with sample submission.	See Table Below.	3 Hours	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
3. Submit sample at PGC. Note: Samples may be sent through a courier.	3.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	40 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Inform client of the evaluation of the submitted sample.	None	10 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
4. Receive acknowledgement email from PGC. Note: For failed quality controls, the client can resubmit a new sample or submit a waiver allowing PPMF to proceed with the service analysis.	4.1 Proceed with project/service.	None	8 Days	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
	4.2 Draft service report.	None	3 Days	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
5. Receive Service Report. Note: If the service is unsatisfactory, client may discuss the report with PGC.	5.1 Email Service Report and relevant supporting files.	None	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC
TOTAL		See Table Below.	12 Days, 5 Hours, 10 Minutes	

Ultra-High Performance Liquid Chromatography (UHPLC) Fee

Fees to be paid	Base Price	Unit
Reduction/Alkylation	Php 530.38	per sample
Proteolytic Digestion (Trypsin)	Php 994.99	per sample
Proteolytic Digestion (LysC)	Php 2,047.94	per sample
C18 Spin Column Treatment	Php 1,722.82	per sample
Isobaric TMT Labeling	Php 8,354.83	per run



Fees to be paid	Base Price	Unit
Additional Cost: 12% Value-Added Tax	Per Service Quotation	

17. REQUEST FOR WESTERN BLOT ANALYSIS

Characterization technique that involves the initial separation of the proteins in a sample by size through gel electrophoresis. The separated proteins are then transferred from the gel onto a membrane which is treated with antibodies targeting the protein of interest. Expression level and size are determined.

Office or Division	Philippine Genome Center - Protein, Proteomics, and Metabolomics Facility
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP System Administration Units, UP Constituent Units, UP Researchers, and UP Implemented Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First-time Client	
1. Client Quotation Request Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Client Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
Returning Client and First-time Client	
1. Service Quotation (Prepaid) (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
2. Billing Information Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
3. Order Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
4. Client Conforme (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website
5. Client Payment Form (1 Original Copy or 1 Digital Copy)	Philippine Genome Center Website

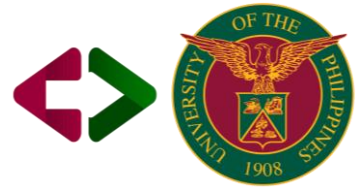
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through any of the following platform: Website: Service Quotation Request Email: ppmfacility@pgc.up.edu.ph with	1.1 Acknowledge inquiry of client. Note: If requested service cannot be accommodated, the client will be notified immediately.	None	30 Minutes	<i>Director</i> Protein, Proteomics, and Metabolomics Facility, PGC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
subject: "RFQ: MM-DD-YYYY" Landline: 8 981-8500 local 4711				
	1.2 Schedule a consultation with the client, if needed, to further discuss requested service.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.3 Deliberate on the requested services.	None	10 minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	1.4 Prepare quotations based on the client requirements and email to client. Note: PGC will send forms that the client needs to accomplish.	None	1 Day	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
2. Send all accomplished forms, including proof of payment, to PGC, as confirmation of the service/s to avail.	2.1 Acknowledge receipt of documents, review, and email client to proceed with sample submission.	See Table Below.	3 Hours	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
3. Submit sample at PGC. Note: Samples may be sent through a courier.	3.1 Receive sample. Inspect for improper or damaged packaging, sample spillage, or any visible signs of contamination.	None	40 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Inform client of the evaluation of the submitted sample.	None	10 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
4. Receive acknowledgement email from PGC. Note: For failed quality controls, the client can resubmit a new sample or submit a waiver allowing PPMF to proceed with the service analysis.	4.1 Proceed with project/service.	None	8 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
	4.2 Draft service report.	None	3 Days	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
5. Receive Service Report. Note: If the service is unsatisfactory, client may discuss the report with PGC.	5.1 Email Service Report and relevant supporting files.	None	30 Minutes	<i>Director Protein, Proteomics, and Metabolomics Facility, PGC</i>
TOTAL		See Table Below.	12 Days, 5 Hours, 10 Minutes	

Western Blot Analysis Fee

Fees to be paid	Base Price	Unit
WB with PVDF membrane	Php 6,788.32	per run
WB with Nitrocellulose membrane	Php 6,458.17	per run
Detection with client-provided antibodies	Php 1,053.84	per run
Detection with PPMF-provided antibodies	Php 1,412.32	per run
Additional Cost: 12% Value-Added Tax	Per Service Quotation	



**TECHNOLOGY TRANSFER AND BUSINESS
DEVELOPMENT OFFICE
EXTERNAL SERVICES**

1. APPLICATION FOR LICENSING AGREEMENTS

Facilitate and grant commercial license to use UP Patents and Utility Model.

Office or Division	Technology Transfer and Business Development Office
Classification	Complex
Type of Transaction	G2B - Government to Business
Who may Avail	Business Owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Application	Requesting Party
2. Business Plan	Requesting Party
3. Business Documents such as: - DTI/SEC Registration - Business Permit	DTI/SEC LGU of Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements through email at techtransfer@up.edu.ph .	1.1 Review and evaluate requirements.	None	2 Days	Director TTBDO
2. Discuss and negotiate the terms.	2.1 Discuss terms with the applicant.	None	1 Day	Director TTBDO
	2.2 Draft License Agreement and forward to the applicant.	None	1 Day	Director TTBDO
3. Review and approve the draft license.	3.1 Acknowledge receipt of feedback or approval.	None	1 Day	Director TTBDO
	3.2 Endorse to the Office of the Vice President for Legal Affairs (OVPLA) for legal review.	None	5 Days	Director TTBDO
	3.3 Conduct legal review and endorse to the Office of the President.	None	20 Days	VP for Legal Affairs OVPLA
	3.4 Approve and return agreement to TTBDO.	None	2 Days	VP for Legal Affairs OVPLA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receive Executed Licensing Agreement.	4.1 Issue Executed Licensing Agreement.	None	10 Minutes	<i>Director</i> TTBDO
TOTAL		None	32 Days, 10 Minutes	

2. APPLICATION FOR TRADEMARK LICENSE

Facilitate and grant commercial license to use UP trademarks.

Office or Division	Technology Transfer and Business Development Office
Classification	Complex
Type of Transaction	G2B - Government to Business
Who may Avail	Business Owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Application	Requesting Party
2. Business Plan	Requesting Party
3. Business Documents such as: - DTI/SEC Registration - Business Permit	DTI/SEC LGU of Requesting Party

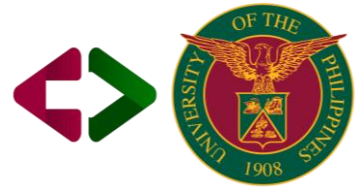
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements through techtransfer@up.edu.ph .	1.1 Review and evaluate requirements.	None	2 Days	Director TTBD0
	1.2 Draft Trademark License and forward to the applicant.	None	1 Day	Director TTBD0
2. Review and Approve the draft license	2.1 Acknowledge receipt of feedback or approval.	None	5 Minutes	Director TTBD0
	2.2 Issue Billing Statement.	None	1 Hour	Administrative Officer TTBD0
3. Payment of Upfront Fee at the System Cash Office at SFAB, Magsaysay Avenue, UP Diliman Campus.	3.1 Receive payment and issue Official Receipt.	Php 35,000	10 Minutes	Acting Chief SCO
4. Present Official Receipt at TTBD0.	4.1 Receive Official Receipt.	None	10 Minutes	Director TTBD0
5. Receive Trademark	5.1 Issue Trademark	None	10 Minutes	Director TTBD0

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
License Certificate.	License Certificate.			
TOTAL		None	3 Days, 1 Hour, 35 Minutes	

PAYMENT OF ROYALTY FEES

To be paid quarterly or as agreed with TTBD0.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay royalty fee at the UP System Cash Office at SFAB, Magsaysay Avenue, UP Diliman Campus.	1.1 Receive payment and issue Official Receipt.	10% of Total Sales	10 Minutes	<i>Acting Chief SCO</i>
2. Present Official Receipt at TTBD0.	2.1 Receive Official Receipt.	None	10 Minutes	<i>Director TTBD0</i>
	2.2 Scan and log the information from the receipt to the Trademark Database for tracking and monitoring purposes.	None	10 Minutes	<i>Director TTBD0</i>
3. Receive the "No Pending Due Payment" Certification	3.1 Issue the "No Pending Due Payment" Certification and notification on the next payment cycle	None	10 Minutes	<i>Director TTBD0</i>
TOTAL		10% of Total Sales	40 Minutes	



**TECHNOLOGY TRANSFER AND BUSINESS
DEVELOPMENT OFFICE
INTERNAL SERVICES**

1. APPLICATION FOR COPYRIGHT REGISTRATION

Filing and prosecution of Copyright application for registration with the IPOPHL or National Library of the Philippines. The TTBD0 also facilitates the Budget Request processes to cover the cost of application.

Office or Division	Technology Transfer and Business Development Office
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP Researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request endorsed by Head of Unit (1 Digital Copy)	Requesting Party
2. Copy of the Mark to be Filed	Requesting Party
3. Deed of Assignment	TTBDO
4. Approval of the Office of the President on the filing of IP Application	TTBDO
5. IPOPHL Application Form	IPOPHL Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements via email at techtransfer@up.edu.ph .	1.1 Acknowledge receipt and review request.	None	1 Day	Director TTBDO
	1.2 Prepare copyright application form and budget request. Note: TTBDO concurrently processes budget requests.	None	5 Days	Director TTBDO
2. Attend the consultation meeting.	2.1 Invite requesting party for a consultation meeting.	None	1 Day	Director TTBDO
3. Sign deed of assignment.	3.1 Draft deed of assignment for signature of requesting party.	None	1 Day	Director TTBDO
	3.2 Endorsed signed Deed of	None	1 Day	Director TTBDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Assignment for review of the Office of the Vice President for Legal Affairs (OVPLA).			
	3.3 Review Deed of Assignment and endorse to OSU for signature of the President.	None	20 Days	<i>VP for Legal Affairs OVPLA</i>
	3.4 Endorse reviewed Deed of Assignment to Office of the President.	None	3 Minutes	<i>Executive Assistant III OSU</i>
	3.5 Facilitate signing of the document and transmit signed document to TTBD0.	None	2 Days	<i>President OP</i>
	3.6 Receive signed document for notarization.	None	1 Day	<i>Director TTBD0</i>
4. Receive the notarized document.	4.1 Provide the copy of the notarized document to the requesting party.	None	1 Day	<i>Director TTBD0</i>
5. Receive proof of filing of application.	5.1 File application with IPOPHL and provide requesting party proof of application.	None	1 Day	<i>IP Officer TTBD0</i>
TOTAL		None	34 Days, 3 Minutes	

2. APPLICATION FOR TRADEMARK REGISTRATION

Filing and prosecution of Copyright application for registration with the IPOPHL or National Library of the Philippines.

Office or Division	Technology Transfer and Business Development Office
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP Researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request endorsed by Head of Unit (1 Digital Copy)	Requesting Party
2. Copy of the Mark to be Filed	Requesting Party
3. Deed of Assignment	TTBDO
4. Approval of the Office of the President on the filing of IP Application	TTBDO
5. IPOPHL Application Form	IPOPHL Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request with attached copy of trademark to be filed.	1.1 Prepare TM application form and budget request. Note: TTBDO concurrently processes budget requests.	None	1 Day	<i>Director</i> TTBDO
2. Sign deed of assignment.	2.1 Draft deed of assignment for signature of requesting party.	None	1 Day	<i>Director</i> TTBDO
	2.2 Endorsed signed Deed of Assignment for review of the Office of the Vice President for Legal Affairs (OVPLA).	None	1 Day	<i>Director</i> TTBDO
	2.3 Review Deed of Assignment and endorse to OSU for signature of the President.	None	20 Days	<i>VP for Legal Affairs</i> OVPLA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Endorse reviewed Deed of Assignment to Office of the President.	None	3 Minutes	<i>Executive Assistant III</i> OSU
	2.5 Facilitate signing of the document and transmit signed document to TTBD0.	None	2 Days	<i>President</i> OP
	2.6 Receive signed document for notarization.	None	1 Day	<i>Director</i> TTBD0
3. Receive the notarized document.	3.1 Provide the copy of the notarized document to the requesting party.	None	1 Day	<i>Director</i> TTBD0
4. Receive proof of filing of application.	4.1 File application with IPOPHL and provide requesting party proof of application.	None	1 Day	<i>IP Officer</i> TTBD0
TOTAL		None	28 Days, 3 Minutes	

3. INITIATION OF FILING AND PROSECUTION OF PATENT APPLICATION FOR REGISTRATION WITH IPOPHL

Filing and prosecution of Patent application for registration with the Intellectual Property Office of the Philippines.

Office or Division	Technology Transfer and Business Development Office
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP Researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Deed of Assignment	TTBDO
2. Request Form for a Grant of Philippine Patent	Intellectual Property Office of the Philippines
3. TTBDO ExeComm Approval	TTBDO
4. Prior Art Search (PAS) Report	TTBDO
5. Technical Papers	UP Researcher

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form for a Grant of Philippine Patent to TTBDO.	1.1 Receive and review documents.	None	1Day	<i>Director</i> TTBDO
2. Consult the contents of the Prior Art Search (PAS) Report with TTBDO	2.1 Generate PAS Report	None	5 Days	<i>Director</i> TTBDO
	2.2 Discuss and agree on the contents of the Prior Art Search (PAS) Report.	None	1 Day	<i>Director</i> TTBDO
	2.3 Submission of PAS and other relevant documents to Patent Firm/Patent Agent	None	10 Minutes	<i>Director</i> TTBDO
	2.4 Consultation with Patent Firm/Patent Agent	None	1 Day	<i>Director</i> TTBDO
	2.5 Receipt and review of 1st draft patent application	None	3 Days	<i>Director</i> TTBDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	from Patent Firm/Patent Agent.			
3.0 Review and Approval of Draft Patent Application	3.1. Review Approval of draft.	None	3 Days	<i>Director</i> TTBDO
	3.2. Discussion with client on the Draft Patent Application	None	1 Day	<i>Director</i> TTBDO
	3.3. Informing the Patent Firm/Agent on the Approval of the draft and Requesting to File Request Form for a Grant of Philippine Patent.	None	1 Day	<i>Director</i> TTBDO
4. Receive proof of filing and follow up on the request. Note: TTBDO shall act as liaison for inter-agency exchanges between the requesting party and the IPOPHL. Usual processing time covering the exchanges is 39 days.	4.1 Provide requesting party proof of filing.	None	1 Day	<i>Director</i> TTBDO
TOTAL		None	17 Days, 10 minutes	

4. REQUEST FOR ENDORSEMENT FOR LOCAL AND FOREIGN WORKSHOP OR CONFERENCE RELATED TO IP AND TECHNOLOGY TRANSFER

Grant support to qualified IP & Technology Transfer Officers to cover registration fee and allowances during the workshop/conference.

Office or Division	Technology Transfer and Business Development Office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request (1 Digital Copy)	Requesting Party
2. Invitation	Workshop/Conference Organizer
3. Proposed Itinerary	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the Document Routing System (DRS).	1.1 Receive request and prepare documents for endorsement.	None	1 Day	<i>Administrative Officer</i> TTBDO
	1.2 Sign endorsement and refer to the Office of the Vice President for Research and Innovation (OVPRI) for endorsement.	None	2 Day	<i>Director</i> TTBDO
	1.3 Receive endorsement and provide final action on the request for endorsement.	None	1 Day	<i>VP for Research and Innovation</i> OVPRI
2. Receive approval or disapproval of endorsement. Note: Requesting unit shall process requests for	2.1 Provide information on the action of the OVPRI.	None	1 Day	<i>Director</i> TTBDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
funding following the standards set by the OVPPF.				
TOTAL		None	5 Days	

5. REQUEST FOR REVIEW OF INTELLECTUAL PROPERTY RELATED CLAUSES ON UNIVERSITY AGREEMENTS

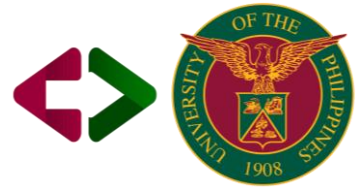
Review and endorsement of agreements related to UP's intellectual property rights.

Office or Division	Technology Transfer and Business Development Office
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request (1 Digital Copy)	Requesting Party
2. Draft Agreement (1 Digital Copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via the Document Routing System (DRS).	1.1 Receive submission and coordinate with the requesting party for consultation meetings.	None	1 Day	<i>Administrative Officer</i> TTBDO
	1.2 Review request, including based on meetings, and endorse to Office of the Vice President for Legal Affairs (OVPLA) for legal review through the Office of the Vice President for Research and Innovation	None	5 Days	<i>Director</i> TTBDO
	1.3 Sign and endorse to the Office of the Vice President for Legal Affairs (OVPLA)	None	3 Days	VP for Research and Innovation OVPRI
	1.3 Conduct legal review and endorse to the Office of the President.	None	20 Days	<i>VP for Legal Affairs</i> OVPLA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Received the agreement signed by the president and returned the agreement to TTBD0.	None	2 Days	<i>Secretary, Office of the University Secretary OSU</i>
2. Receive agreement.	2.1 Issue reviewed and approved agreement.	None	1 Day	<i>Director TTBD0</i>
TOTAL		None	32 Days	



**OFFICE OF THE SECRETARY OF THE
UNIVERSITY
EXTERNAL SERVICES**

1. REQUEST FOR INFORMATION RECEIVED THROUGH THE EFOI PORTAL

Through the eFOI Portal, Filipino citizens may request access to information on government transactions and operations, subject to privacy and national security safeguards. For the UP System, the Secretary of the University and of the Board of Regents acts as the FOI Receiving Officer, forwarding accepted "perfected" requests to the Vice President for Public Affairs, who serves as the FOI Delegate responsible for decision-making.

Office or Division	Office of the Secretary of the University
Classification	Highly Technical
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly Executed Certification to be signed by Requesting Party who Filed via the eFOI Portal and/or used the Application Form in the eFOI Portal	Annex F of the UP Freedom of Information Manual (p.52), UP Website (Transparency Seal) (uploaded in the eFOI Portal as attachment to the request)
2. Valid Proof of Identification of being a Filipino Citizen	Requesting Party as issued by authorized Government Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lodge request for information via the eFOI portal.	1.1 Check for completeness of the submission that makes it a perfected request. For simple ² request, the FOI Receiving Officer (FRO) acts on the request; and notifies the client of the action through the eFOI portal. [Proceed to 2.1]	None	3 Days	<i>Secretary of the University</i> OSU

² Please refer to the [UP-FOI-Manual-as-of-Dec-2023-1.pdf](#)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	For complex or highly technical requests, the FRO refers it to the FOI Delegate (FDE)/Vice President for Public Affairs (VPPA).			
	1.2 The FDE/VPPA reviews and acts on the request; and notifies the client of the action. [Proceed to 2.1] For more complex/highly technical request, the FDE/VPPA refers it to the concerned office.	None	21 Days	<i>FOI Delegate</i> or <i>VP for Public Affairs</i> OVPPA
	1.3 The concerned office reviews and gives recommendations to the FDE/VPPA.	None	21 Days	<i>Head Assigned Unit</i>
	1.4 The FDE/VPPA acts on the request and informs the client of the action through the eFOI portal.	None	5 Minutes	Secretary of the University
2. Receive requested information.	2.1 FRO/FDE releases the requested information.	None	10 Minutes	Secretary of the University
TOTAL (for simple request)		None	3 Days, 10 Minutes	
TOTAL (for complex/highly technical request)		None	24 Days, 10 Minutes	
TOTAL		None	45 days, 15 minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(for more complex/highly technical request)				

Service is covered under [Revised UP FOI Manual \(as of 27 February 2023\)](#).

2. REQUEST FOR PROCESSING OF EMAIL COMMUNICATIONS ADDRESSED TO THE BOARD OF REGENTS, PRESIDENT, OR SECRETARY OF THE UNIVERSITY

The Office of the Secretary receives, routes, and releases official email communications from external clients addressed to the University President, the Board of Regents, or the Secretary of the University.

Office or Division	Office of the Secretary of the University
Classification	Simple
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to the OSU official email osu@up.edu.ph .	1.1. Read email, check for completeness of submission, and view uploaded files; and acknowledge receipt of the email and download the attachments, if any.	None	15 Minutes	<i>Secretary of the University</i> OSU
	1.2 Create a DRS entry and upload any attachments; and refer to the Office of the President (OP) for instructions.	None	15 Minutes	<i>Secretary of the University</i> OSU
	Review the documents and give comments or instructions.	None	2 Days	<i>President</i> OP
2. Client receives notification of OP's action.	2.1 Notify the client about OP's instructions/action.	None	10 Minutes	<i>Secretary of the University</i> OSU
TOTAL		None	2 Days, 40 minutes	

3. REQUEST FOR PROCESSING OF PHYSICAL COMMUNICATIONS/DOCUMENTS ADDRESSED TO THE BOARD OF REGENTS, PRESIDENT, OR SECRETARY OF THE UNIVERSITY

The Office of the Secretary of the University manages the receipt, routing, and release of official communications and/or documents from external clients addressed to the University President, the Board of Regents, or the Secretary of the University, received via the front desk.

Office or Division	Office of the Secretary of the University
Classification	Highly Technical
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents via the front desk.	1.1 The Receiving Officer (RO) checks the documents for clarity of requested action and completeness of provided information and attachments; and acknowledge receipt of the document.	None	5 Minutes	<i>Executive Assistant III</i> OSU
	1.2 Assign a corresponding Document Routing System (DRS) number to the document and scan it for uploading to the DRS.	None	10 Minutes	<i>Executive Assistant III</i> OSU
	1.3 Create a DRS entry using the assigned number and upload the	None	10 Minutes	<i>Executive Assistant III</i> OSU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	scanned copy of the document.			
	1.4 If part of “routinary” documents, refer it to the concerned Office of the Vice President (OVP) [Proceed to 1.7] For more complex requests, refer to the OSU-Main DRS Account (handled by EA).	None	5 Minutes	<i>Executive Assistant III</i> OSU
	1.5 The EA checks the requested action and attachments; and refers to the concerned OVP/s. [Proceed to 1.7] For more complex documents and requests, refer them to the Secretary for further review and instructions.	None	5 Minutes	<i>Secretary of the University</i> OSU
	1.6 The Secretary reviews the request and gives additional directives, if any; and instructs the release of the DRS to the concerned OVP/s.	None	5 Minutes	<i>Secretary of the University</i> OSU
	1.7 For DRS entries with corresponding hard copies, the next concerned office is informed that the hard copy of the document	None	5 Minutes	<i>Executive Assistant III</i> OSU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	will also be forwarded to their office.			
	1.8 The concerned OVP/s review/s and recommend/s action for consideration of the President; and return/s the DRS to OSU with their recommendation.	None	15 Days	<i>Vice President Concerned Office</i>
	1.9 The RO refers the DRS to OP for President's consideration and/or appropriate action.	None	5 Minutes	<i>Executive Assistant III OSU</i>
	1.10 The OP reviews the documents and gives comments/instructions. If the matter is resolved, release it to the client [Proceed to 2.1] If the matter is for PAC/BOR, refer the DRS to the PAC/BOR Secretariat for inclusion in the agenda.	None	1 Month	<i>President OP</i>
	1.11 The PAC/BOR decides on the matter at the next scheduled PAC/BOR meeting.	None	1 Month	<i>President OP</i>
2. Client receives notification of	2.1 Release the OP/PAC/BOR decision and	None	1 Day	Administrative Assistant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OP/PAC/BOR decision	attachments, if any, through: DRS or email for OP decisions or Email for PAC/BOR decisions			
TOTAL		None	2 Months, 16 Days, 50 Minutes	

4. REQUEST OF NON-UP OFFICES FOR RECORDS

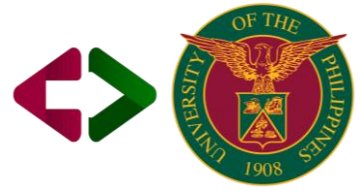
The Office of the Secretary of the University facilitates requests from non-UP offices by retrieving available records from its digital database, securing clearance from the University Secretary, and releasing the approved documents to the requesting person/unit.

Office or Division	Office of the Secretary of the University
Classification	Simple
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. OSU Records Request Form (1 Physical Copy or 1 Digital Copy)	OSU Records Section, GF North Wing Quezon Hall, UP Diliman, Quezon City or via the OSU website.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished OSU Records Request Form: a. If walk-in, at the OSU Receiving area, located at the Ground Floor, OSU, North Wing, Quezon Hall UP Campus Diliman; or b. Email to osurecords@up.edu.ph ;	1.1 Check for completeness of information submitted (i.e., requested information in the RRF are duly provided, and the duly signed request letter from the head of requesting unit is attached.	None	10 Minutes	<i>Administrative Officer V</i> OSU
	1.2 If complete, acknowledge receipt of the request.	None	5 Minutes	<i>Administrative Officer V</i> OSU
	1.2 Search and retrieve record/s, if available, from OSU's Digital Management	None	3 Days	<i>Secretary of the University</i> OSU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	System (digital database). If record is not available, inform the client accordingly.			
	1.3 If the record is available, request clearance from the Secretary of the University to release the requested records.	None	10 Minutes	<i>Secretary of the University</i> OSU
	1.4 The Secretary reviews and approves the release of the document, and signs the Records Clearance Form.	None	1 Day	<i>Secretary of the University</i> OSU
	1.4 Notify the client of the decision on the request. If approved, release the document to the client through email or hard copy.	None	30 Minutes	<i>Secretary of the University</i> OSU
2. Receive requested document.	2.1 Record the transmittal of the requested document in the Records Logbook as proof of the completed transaction.	None	5 Minutes	<i>Secretary of the University</i> OSU
TOTAL		None	4 Days, 55 Minutes	



**OFFICE OF THE SECRETARY OF THE
UNIVERSITY
INTERNAL SERVICES**

1. REQUEST FOR PROCESSING OF COMMUNICATIONS OR DOCUMENTS ADDRESSED TO THE BOARD OF REGENTS, PRESIDENT, OR SECRETARY OF THE UNIVERSITY

The Office of the Secretary of the University receives, routes, and releases communications and/or documents from UP offices addressed to the University President, the Board of Regents, or the Secretary of the University, submitted via the Document Routing System (DRS) or email.

Office or Division	Office of the Secretary the University
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPSA Officials and Employees UP CU Officials, Faculty, Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request / Complete Documents	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents for processing through: DRS (OSU-Receiving Account); or Email (osu@up.edu.ph)	1.a.1 The Receiving Officer (RO) checks DRS entry for clarity of requested action and completeness of provided information and attachments.	None	5 Minutes	<i>Executive Assistant III</i> OSU
	1.a.2. If part of “routinary” documents, refer it to the concerned Office of the Vice President (OVP). [Proceed to 1.4] For more complex requests, refer to the OSU-Main DRS Account (handled by EA). [Proceed to 1.2]	None	5 Minutes	<i>Executive Assistant III</i> OSU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.b.1. The EA checks email for clarity of requested action and completeness of provided information and attachments; and acknowledges receipt. For UP units that have DRS accounts, notify them to lodge their request through DRS.	None	5 Minutes	<i>Secretary of the University</i> OSU
	1.b.2. The EA creates a DRS entry for the request, and refer it to the concerned OVP/s. [Proceed to 1.4] For more complicated requests, refer to the OSU-Head (Secretary) for further review and instructions. [Proceed to 1.3]	None	15 Minutes	<i>Secretary of the University</i> OSU
	1.2 The EA checks the requested action and attachments; and refers to the concerned OVP/s. [Proceed to 1.4] For more complex documents and requests, refer them to the Secretary for	None	5 Minutes	<i>Secretary of the University</i> OSU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	further review and instructions.			
	1.3 The Secretary reviews the request and gives additional directives, if any; and instructs the release of the DRS to the concerned OVP/s.	None	2 Days	<i>Secretary of the University</i> OSU
	1.4 For DRS entries with corresponding hard copies, the next concerned office is informed that the hard copy of the document will also be forwarded to their office.	None	5 Minutes	<i>Executive Assistant III</i> OSU
	1.5 The concerned OVP/s review/s and recommend/s action for consideration of the President; and return/s the DRS to OSU with their recommendation.	None	15 Days	<i>Vice President</i> Concerned Unit
	1.6 The RO refers the DRS to OP for President's consideration and/or appropriate action.	None	5 Minutes	<i>Executive Assistant III</i> OSU
	1.6 The OP reviews the documents and gives comments or instructions. If the matter is resolved, release it to the client [Proceed to 2.1]	None	1 Month	<i>President</i> OP

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If the matter is for PAC/BOR, refer the DRS to the PAC/BOR Secretariat for inclusion in the agenda.			
	1.7 The PAC/BOR decides on the matter at the next scheduled PAC/BOR meeting.	None	1 Month	PAC or BOR
2. Client receives notification of OP/PAC/BOR decision	2.1 Release the OP/PAC/BOR decision and attachments, if any, through: DRS or email for OP decisions or Email for PAC/BOR decisions	None	1 Day	Administrative Assistant
TOTAL		None	2 Months, 18 Days, 45 Minutes	

2. REQUEST OF UP OFFICES FOR RECORDS

The Office of the Secretary of the University facilitates requests for records from UP offices by retrieving available records from its digital database, securing clearance from the University Secretary, and releasing the approved documents to the requesting person/unit.

Office or Division	Office of the Secretary the University
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPSA Officials and Employees UP CU Officials, Faculty, Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. OSU Records Request Form (RRF)	OSU Website
2. Letter Request addressed to the Secretary of the University duly endorsed by the head of requesting unit	Requesting Party

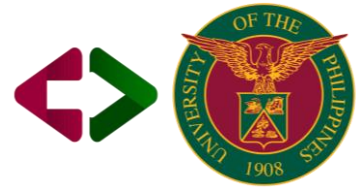
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to OSU: If walk-in, at the OSU Receiving area, located at the Ground Floor, OSU, North Wing, Quezon Hall UP Campus Diliman; or Email to osurecords@up.edu.ph ;	1.1 Check for completeness of information submitted (i.e., requested information in the RRF are duly provided, and the duly signed request letter from the head of requesting unit is attached.	None	5 Minutes	<i>Administrative Officer V</i> OSU
	1.2 If complete, acknowledge receipt of the request.	None	5 Minutes	<i>Administrative Officer V</i> OSU
	1.3 Search and retrieve record/s, if available, from OSU's Digital Management System (digital	None	3 Days	<i>Secretary of the University</i> OSU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	database). If the record is not available, inform the client accordingly.			
	1.4 If the record is available, request clearance from the Secretary of the University to release the requested records.	None	10 Minutes	<i>Secretary of the University</i> OSU
	1.5 The Secretary of the University reviews and approves the release of the document.	None	1 Day	<i>Secretary of the University</i> OSU
	1.6 Notify the client of the decision of the Secretary of the University on the request (Approval/Disapproval). If approved, release the document to the client through email or hard copy.	None	30 Minutes	<i>Administrative Officer V</i> OSU
2. Receive requested document	2.1 Record the transmittal of the requested document in the Records Logbook as proof of the completed transaction.	None	5 Minutes	<i>Administrative Officer V</i> OSU
TOTAL		None	4 Days and 55 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

Feedback and Complaints Mechanism	
How to send feedback?	The UP System Administration receives feedback through the following modes: a. <u>Client Satisfaction Measurement Survey</u> This feedback form shall be accomplished by clients as requested by UPSA Offices and Units after clients have availed services indicated in the latest UPSA Citizen's Charter. Physical copy of this form is available in the UPSA Offices and Units. b. <u>Service Feedback Form</u> This Service Feedback Form allows clients to provide feedback on the general service delivery of the UPSA Office/Unit they have transacted with. c. Email and/or Physical Copy of Form Physical copies of these forms are also available in the UPSA Offices and Units. Transacting clients may answer the online form or accomplish the physical form and leave it at the office/unit they transacted with.
How is feedback processed?	Feedback shall be processed differently based on the channel used by clients: 1. For <u>online forms (CSM and SFF)</u>, UPSA Office concerned shall directly receive the respondent's answer their office's official email. Feedback requiring answers shall be answered within three (3) days upon receipt of the feedback. 2. For feedback received directly by the office through the submission of physical forms, the UPSA Offices/Units shall review it within the week and respond to feedback by clients within three (3) days. For inquiries and follows-ups, the UPSA CART may be contacted via the following channels: Email: tapat.up@up.edu.ph

	Contact Number: (02) 8981-8500 loc 2525
How to file complaints?	Clients may file complaints/grievance via the same Service Feedback Form. The client may also send a complaint letter/email to the UPSA CART Secretariat via email by answering the form or sending a direct email to tapat.up@up.edu.ph with the following details: - Name of the person being complained - Incident - Evidence - Contact Details (Full Name, Email)
How are complaints processed?	Both email and the form shall be checked by the UPSA CART Secretariat regularly and make sure that complaints received within the day are acknowledged and referred to the appropriate resolving office/unit. The UPSA CART shall make sure that the complaints are managed and resolved in a timely manner. The UPSA CART shall maintain a monitoring sheet of complaints received by UPSA. The summary of these monitoring sheet shall be provided to the UP President during Management Review. For inquiries and follows-ups, the UPSA CART may be contacted via the following channels: Email: tapat.up@up.edu.ph Contact Number: (02) 8981-8500 loc 2525
Contact Information of ARTA, PCC, CCB	You may send all complaints against UPSA to 1. Anti-Red Tape Authority (ARTA) Email: complaints@arta.gov.ph Hotline: 1-ARTA (1-2782) ARTA Complaint Center 0928-690-4080 0969-257-7242 2. 8888 Citizens' Complaint Center (8888 CCC) Complaint Form Hotline: 8888 Via text: Send your Name (or Anonymous) / Concerned Agency / Complete details of the complaint then send it to 8888. 3. Contact Center ng Bayan (CCB) Mobile SMS: 0908-8816565



	Email: email@contactcenterngbayan.gov.ph Website: www.contactcenterngbayan.gov.ph CSC Hotline: 8932-0111

LIST OF OFFICES

UPSA OFFICE	ADDRESS	CONTACT INFORMATION
Office of the President	2F Quezon Hall (North Wing), UP Diliman, Quezon City	(02) 8981 8500 loc. 2521/2524 op@up.edu.ph
UP Bonifacio Global City	14th Drive University Parkway, Bonifacio Global City, Taguig City	(02) 8818 7242 (02) 8396 8726 upsbgc@up.edu.ph
UP Intelligent Systems Center	2F College of Science Administration Building, UP Diliman, Quezon City	(02) 8981 8500 loc. 3820 isc@up.edu.ph
UP Resilience Institute	Apacible St. corner Magsaysay Avenue, UP Diliman, Quezon City	(02) 8981 8500 loc. 3770 resilience.institute@up.edu.ph
Office of the Secretary of the University	1F Quezon Hall (North Wing), UP Diliman campus, Quezon City	(02) 8981 8500 loc. 2534/2535/2536 osu@up.edu.ph
Office of the Vice President for Academic Affairs	3F Quezon Hall (North Wing), UP Diliman, Quezon City	(02) 8981 8500 loc. 2528 / 2622 ovpaa@up.edu.ph
UP Center for Women's and Gender Studies	Magsaysay Ave. corner Ylanan St. UP Campus Diliman, Quezon City	(02) 8981 8500 loc. 4226, 4231 cws@up.edu.ph
Office of Admissions	T.M. Kalaw Street, UP Diliman, Quezon City	(02) 8927 4561 (02) 8926 4002 (02) 8891 8500 loc. 3826, 3827, 3830 oadms@up.edu.ph
Office of International Linkages	3F Quezon Hall (South Wing), UP Diliman, Quezon City	(02) 8981 8500 loc. 2543/2544 oil@up.edu.ph

UPSA OFFICE	ADDRESS	CONTACT INFORMATION
Office of Student Development Services	4F Vinzons Hall Building, Guerrero St., UP Diliman, Quezon City	(02) 8981 8500 loc. 8778, 8779 osds@up.edu.ph studentwelfare.osds@up.edu.ph
UP Press	E. delos Santos St., UP Diliman, Quezon City	(02) 8981 8500 loc. 3928 press.admin@up.edu.ph
Office of the Vice President for Planning and Finance	3F Quezon Hall (North Wing), UP Diliman, Quezon City	(02) 8981 8500 loc. 2504/2530 ovppf@up.edu.ph
System Accounting Office	SFAB Building, Magsaysay Avenue, UP Diliman, Quezon City	(02) 8981 8500 loc. 4254/4253 accounting.ups@up.edu.ph
System Budget Office	SFAB Building, Magsaysay Avenue, UP Diliman, Quezon City	(02) 8981 8500 loc. 4254/4253 sbo@up.edu.ph
Office of the Vice President for Administration	Ground Floor, Quezon Hall (South Wing), UP Diliman, Quezon City	(02) 8981 8500 loc. 2525/2526 ovpa@up.edu.ph
System Cash Office	SFAB Building, Magsaysay Avenue. Corner Agoncillo St., UP Diliman, Quezon City	(02) 8981 8500 loc. 2540, 2618 upsystemcash@up.edu.ph
System Human Resource and Development Office	SFAB Building, Magsaysay Avenue. Corner Agoncillo St., UP Diliman, Quezon City	(02) 8981 8500 loc. 2538, 2539 spmo.upsystem@up.edu.ph
System Supply & Property Management Office	SFAB Building, Magsaysay Avenue. Corner Agoncillo St., UP Diliman, Quezon City	(02) 8981 8500 loc. 2526, 2595, 2596 hrdo.upsystem@up.edu.ph
Office of the Vice President for Development	1F Quezon Hall (North Wing), UP Diliman Quezon City	(02) 8981 8500 loc 2506 ovpd@up.edu.ph

UPSA OFFICE	ADDRESS	CONTACT INFORMATION
Office of Design & Planning Initiatives	2F Vidal A. Tan Hall, Quirino Ave. cor. Velasquez St., UP Diliman, Quezon City	(02) 8982 8500 loc. 4471 pmo.ovpd@up.edu.ph
Project Management Office	3F Vidal A. Tan Hall, Quirino Ave. cor. Velasquez St., UP Diliman, Quezon City	(02) 8981 8599 loc. 3192 odpi.ovpd@up.edu.ph
Office of the Vice President for Public Affairs	3F Quezon Hall (North Wing), UP Diliman, Quezon City	(02) 8981 8500 loc. 2531, 2532, 2507 ovppa@up.edu.ph
Media and Communication Office	Room 6B, Fonacier Hall (Alumni Center), Magsaysay Street, UP Diliman, Quezon City	(632) 8981 8500 local 2549, 2550 to 52, 2511 mco@up.edu.ph director.mco@up.edu.ph
Office of Alumni Relations	Room 2B, Fonacier Hall (Alumni Center) Magsaysay Street, UP Diliman, Quezon City	(02) 8929 8226 (02) 8981 8500 loc. 4251, 4252 up.alumnioffice@up.edu.ph
Ugnayan ng Pahinungod System	6F Student Union Building, UP Diliman, Quezon City	(02) 8981 8500 loc. 2603, 2607, 2608 pahinungod.upsys@up.edu.ph
UP Padayon Public Service Office	Room 5A, Fonacier Hall (Alumni Center), Magsaysay Street, UP Diliman, Quezon City	(02) 8981 8630 (02) 8981 8500 loc. 4256 padayon@up.edu.ph
Office of the Vice President for Digital Transformation	Conference Room B, 4F SURP Building, E. Jacinto Street, UP Diliman, Quezon City	(02) 8981 8500 loc 4094 dxstaff@up.edu.ph
UP Information Technology Development Center	Vidal Tan Hall Quirino Corner Velasquez St., UP Diliman, Quezon City	(02) 8376 3100 loc 2013 (02) 8981 8500 loc. 4468 itdc_info@up.edu.ph

UPSA OFFICE	ADDRESS	CONTACT INFORMATION
Office of the Vice President for Research & Innovation	3F Quezon Hall (North Wing), UP Diliman Quezon City	(02) 8981 8500 loc. 2622 ovpri@up.edu.ph
Center for Integrative and Development Studies	Lower Ground Floor, Ang Bahay ng Alumni, Magsaysay Ave, UP Diliman, Quezon City	(02) 8981 8500 loc. 4266/4267 cids@up.edu.ph
Philippine Genome Center	A. Ma. Regidor St., PGC Building, UP Diliman, Quezon City 1101	(02) 8981 8500 loc. 4703/4704 pgc@up.edu.ph
CIFAL Philippines	3F School of Statistics New Building, Quirino Avenue corner Kalaw Street, UP Diliman, Quezon City	(02) 8981 8500 loc. 3511 cifalphilippines@up.edu.ph
UP Korea Research Center	Room 2138, Pav 2, Palma Hall, Quirino Ave, UP Diliman, Quezon City	0908 862 2009 pkrc@up.edu.ph
Technology Transfer & Business Development Office	Room 301, 3F National Engineering Center, Juinio Hall, F. Agoncillo St. corner Osmena Ave., UP Diliman, Quezon City	(02) 8981 8500 local 2542 ttbdo@up.edu.ph

CONSTITUENT UNITS	ADDRESS	CONTACT INFORMATION
Office of the President (OP)	2 nd Floor, Quezon Hall (North Wing), UP Diliman, Quezon City	(02) 8981-8500 Loc. 2521/2524 op@up.edu.ph
University of the Philippines Diliman – Office of the Chancellor (OC)	2 nd Floor, South Wing Quezon Hall, UP Diliman, Quezon City	(02) 8981-8500 Loc. 2558, 2556 chancellor.updiliman@up.edu.ph
University of the Philippines Los Baños – Office of the Chancellor (OC)	3 rd Floor Bienvenido M. Gonzalez Hall, University of the Philippines Los Baños, Batong Malake, Los Baños, Philippines 4031	(02) 536-2567 oc.uplb@up.edu.ph
University of the Philippines Manila – Office of the Chancellor (OC)	8 th Floor Philippine General Hospital Complex, Taft Avenue, Manila 1000, Philippines	(02) 8814 1201 to 205 upm-oc@up.edu.ph
University of the Philippines Visayas – Office of the Chancellor (OC)	1 st Floor New Administration Building, University of the Philippines Visayas, Miagao, Iloilo 5023	(033) 315-9378 oc.upvisayas@up.edu.ph
University of the Philippines Open University – Office of the Chancellor (OC)	3 rd Floor UPOU Main Building, UP Open University	(+6349) 536-6001 to 6006 local 800, 702 oc.upou@up.edu.ph
University of the Philippines Baguio – Office of the Chancellor (OC)	2 nd Floor Iskolar ng Bayan Building UP Baguio, Baguio City, Benguet 2600	(074) 442 3888 oc.upbaguio@up.edu.ph
University of the Philippines Mindanao – Office of the Chancellor (OC)	Office of the Chancellor University of the Philippines Mindanao Admin Bldg., Mintal Tugbok District Davao City, 8022	(082) 293 0310 oc.upmindanao@up.edu.ph

CONSTITUENT UNITS	ADDRESS	CONTACT INFORMATION
University of the Philippines Cebu – Office of the Chancellor (OC)	UP Cebu Administration Building, Gorordo Ave., Lahug, Cebu City	(032) 231 3086 Loc. 103
University of the Philippines Philippine General Hospital – Director's Office	Director's Office G/F Nurses Home Building, Taft Avenue, Ermita, Manila	(632) 8554 8400 Loc. 2022 od.uppgh@up.edu.ph
University of the Philippines Tacloban College –	Office of the Dean UP Tacloban College Magsaysay Boulevard cor. Sto. Niño Extension, Tacloban City	(053) 832 2897 deansoffice.uptacloban@up.edu.ph