



Republic of the Philippines
Department of Education
DIGOS CITY DIVISION



0826070581

Office of the Schools Division Superintendent

DIVISION MEMORANDUM
OSDS-2026- 227

To : School Heads
School Administrative Officers
School ICT Coordinators / Liaison Officers
Division and School Personnel
All Concerned

Subject : IMPLEMENTING GUIDELINES FOR THE DIVISION
DOCUMENT TRACKING SYSTEM (DTS)

Date : August 18, 2026

In line with the Department's initiative on digital transformation and process streamlining, this Office, through the ICT Unit, has developed and deployed the **Document Tracking System (DTS)**, a web-based platform, accessible online at dts.depeddigoscity.org, for recording, routing, receiving, and releasing documents transacted within the Division Office and its schools.

All documents for submission to and transaction with the Division Office shall be coursed through the DTS to ensure proper monitoring, accountability, and timely action. School Administrative Officers, School Heads, or designated School Liaison Officers shall each be issued a DTS account by the Division ICT Unit to enable them to file and track their documents online.

The Implementing Guidelines governing the use of the DTS — covering account provisioning, document creation and routing, and receiving and releasing procedures — are attached as **Enclosure No. 1** to this Memorandum. All concerned are enjoined to strictly observe the attached guidelines; account requests and technical concerns are coursed through the Division ICT Unit.

Immediate and wide dissemination of this Memorandum is directed.

DepEd Schools Division Office of Digos City

RECORDS SECTION

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IMPLEMENTING GUIDELINES FOR THE DIVISION DOCUMENT TRACKING SYSTEM (DTS)

Schools Division Office of Digos City

Department of Education

I. RATIONALE

The Schools Division Office (SDO) of Digos City processes a high volume of communications, reports, requests, and other official documents on a daily basis, moving between the Division Office, its sections, and the schools and offices under its jurisdiction. To replace manual logbooks and reduce lost, delayed, or unaccounted documents, the Division ICT Unit developed and deployed the Document Tracking System (DTS) — a web-based platform that records every document from the moment it is created or received, and tracks it through every hand-off ("route") until it is filed or released.

These Implementing Guidelines are issued to standardize the use of the DTS across all Division Office sections and schools, and to define the responsibilities of all users.

II. OBJECTIVES

1. Provide a single, reliable system of record for all documents transacted within the Division Office and between the Division and its schools and offices.
2. Reduce lost, misplaced, or unaccounted documents through real-time status tracking and QR/barcode-based verification.
3. Establish clear accountability at each stage of a document's routing, from creation to release or filing.
4. Give School Heads, School Administrative Officers, and School Liaison Officers visibility into the status of documents they submitted, without requiring a physical follow-up trip to the Division Office.

III. SCOPE AND COVERAGE

These guidelines apply to all offices and sections of the Schools Division Office of Digos City, and to all public elementary and secondary schools under its jurisdiction. Effective upon issuance of the covering Memorandum, all documents submitted by schools or offices to the Division, and all documents transacted between Division sections, shall be logged, routed, and monitored through the DTS.

The DTS is the Division's sole and unified document tracking system. The use of manual logbooks as the basis for tracking documents is discouraged and shall be discontinued for all transactions covered by these guidelines — the practice of maintaining logbooks alongside, or in place of, the DTS has been identified as a principal reason personnel fall back into not using the system, defeating its purpose as a single, reliable source of truth. Sections, units, and schools still relying on logbooks shall transition fully to the DTS.

IV. DEFINITION OF TERMS

Document — a record in the DTS representing a physical or transmitted document; it is not the paper itself. Each document is issued a permanent tracking code upon encoding.

Tracking Code / QR Slip — the unique code the system generates when a document is encoded, printed as a QR slip to be affixed to the physical copy for scanning at each stage.

Route — a single hand-off of a document from one section, school, or office to another. A document may have many routes over its life.

Section / Station — the Division Office unit a user is assigned to and currently working on behalf of. Badges and queues (Incoming, Pending, Forwarded, Deferred) are shown per section.

Batch Release — the grouping of several documents into a single release transaction, finalized in one action with a printable batch slip and the receiver's name on record.

Deferred — a document held pending further action, clarification, or missing attachments, with a recorded reason.

Parked — a system-wide freeze of incoming, pending, or deferred queues, used only for valid operational reasons (e.g., system maintenance); no documents are deleted while parked.

My Documents — the area used by school and office users who hold no Division section to file and track their own documents.

V. GUIDELINES AND PROCEDURES

A. System Access and Accounts

- a. The DTS is accessed online at dts.depeddigoscity.org using an authorized account. No self-service sign-up is provided; accounts are created by an administrator.
- b. Every Division Office section shall have at least one authorized DTS user.
- c. School Administrative Officers, School Heads, or a designated School Liaison Officer shall each be issued a DTS account by the Division ICT Unit, upon written or endorsed request from the School Head, to enable the school to file and track its documents online.
- d. DTS accounts are personal and non-transferable. The named user is responsible for all transactions recorded under their login.
- e. Users must change any default password upon first login and keep their credentials confidential. Password resets, account lockouts, and other access concerns are coursed through the Division ICT Unit.
- f. Only a System Admin (IT Officer) or, for account matters within their own section, a DTS Records Section User may create or modify user accounts. Grants of the System Admin role, and removal of the last remaining System Admin, are restricted for continuity of administration.

B. Document Creation and Encoding

- g. Every outgoing or incoming document for transaction with the Division Office shall be encoded in the DTS by the originating section, school, or office before, or at the same time as, its physical routing.

- h. Upon encoding, the system issues a permanent tracking code and a printable QR slip, which must be affixed to the physical copy of the document.
- i. For school-originated documents, printing of the QR tracking slip shall be done by the School Administrative Officer (or the designated School Liaison Officer). All Division Office personnel shall observe the same practice — the section that encodes a document is responsible for printing and affixing its own QR slip before the document is routed.
- j. School and office users without an assigned section shall use the Create Document function under My Documents to file documents intended for the Division Office.

C. Routing and Forwarding

- k. Documents shall be forwarded to the appropriate receiving section in the DTS at the same time the physical copy is transmitted.
- l. For documents transmitted together, staff should use scan forwarding — scanning the stack of QR slips and forwarding them to a chosen section in one action — instead of encoding each route individually.
- m. A forwarded route may only be cancelled by the section that owns it, with a reason recorded; cancellations are kept in the document's history and are not deleted.

D. Receiving Documents

- n. Receiving sections shall confirm receipt in the DTS — by tracking code or QR/webcam scan — promptly upon actual physical receipt of the document.
- o. A document must not be marked Received in the system unless it is physically on hand at the receiving section.
- p. In lieu of a physical logbook requiring the receiving party's signature, the receiving section, school, or office shall acknowledge receipt of a document by accepting it in the DTS. This electronic acceptance — timestamped and attributed to the logged-in user — takes the place of a logbook signature as proof of receipt, and receiving parties are obliged to acknowledge documents this way rather than through a logbook entry.

E. Deferring and Parking

- q. A document requiring further action, clarification, or missing attachments may be marked Deferred, with a remark stating the reason.
- r. System-wide parking of queues shall only be invoked by the System Admin/IT Officer for valid operational reasons and shall be lifted as soon as the reason no longer applies.

F. Batch Release

- s. Documents ready for release to another section, school, office, or claimant shall be grouped and finalized through Batch Release, which closes every document in the batch, generates a printable batch slip, and records the name of the person the batch was released to.
- t. Pending, deferred, and parked documents may be added to an open batch prior to release; once released, a batch is locked against edits except for a receiver-name correction.

G. Scanning (QR/Barcode) and Mobile Use

- u. Personnel may use the browser-based webcam QR scanner, or the installable Mobile Scanning app (DTS Mobile Scan), for scan-and-route activities.
- v. The Mobile Scanning app continues to work without an internet connection; scans made offline are queued on the device and submitted automatically once connectivity returns. Schools and offices with limited or intermittent internet access are encouraged to use this feature for their scanning activities.
- w. Barcode/QR slips shall be printed and affixed to the physical document immediately upon encoding, in a consistent, visible position, to allow quick scanning at every subsequent stage.

H. Filing and Record-Keeping

- x. Documents that have reached final action and require no further routing shall be marked Kept on File by the custodial section, without prejudice to the Division's existing records retention policies and physical filing procedures.
- y. The DTS record (tracking code, route history, and status) shall be treated as the official electronic log of a document's movement and is not a substitute for required physical or archival copies.

I. Reports and Downloadable Logs

- z. Each section, unit, or school may generate and download its own list of documents received and sent for a chosen period — daily, weekly, or a custom date range — directly from the DTS.
- aa. These downloadable logs shall serve as the section's or unit's working record of its document transactions for internal monitoring, reporting, and audit purposes, in place of a manually kept logbook.

VI. ROLES AND RESPONSIBILITIES

Division ICT Unit / System Admin (IT Officer) — overall system administration; account provisioning and access control; maintenance of Sections, Schools/Offices, and Document Types; system settings; troubleshooting; and encrypted database backups.

DTS Records Section User (Records Section staff) — day-to-day routing, batch release, records management support, and creation/editing of user accounts within their area.

DTS User (Section staff) — receiving, forwarding, filing, deferring, and releasing documents for their own section.

School Heads, School Administrative Officers, and School Liaison Officers — filing and tracking documents submitted to the Division through My Documents; ensuring the physical document, with its QR slip affixed, actually reaches the Division Office or receiving section.

All DTS users — exercise diligence and accuracy in encoding and routing documents, keep their login credentials confidential, and promptly report any discrepancy, delay, or lost document to their section head or the Division ICT Unit.

VII. DATA PRIVACY AND SECURITY

- bb. Users shall keep their login credentials confidential and log out of the DTS after use, particularly on shared or public computers.
- cc. Access to document records is limited to what is necessary for one's role and section; unauthorized viewing, alteration, printing, or disclosure of document contents is prohibited.
- dd. Personal data handled through the DTS shall be processed in accordance with the Data Privacy Act of 2012 (Republic Act No. 10173) and existing Department of Education data privacy issuances.

VIII. MONITORING AND EVALUATION

The Division ICT Unit shall regularly monitor DTS usage and document turnaround across sections and schools, and shall recommend system enhancements, refresher orientations, or corrective action as necessary. Sections and schools that have not been issued or have not activated their DTS accounts shall coordinate with the Division ICT Unit without delay.

The weekly DTS performance of every Division Section or Unit — covering, among others, timeliness of encoding, receiving, and releasing, and overall utilization of the system — shall be evaluated by the Division ICT Unit and submitted to the Schools Division Superintendent. This report shall serve as one of the sources of information for the performance evaluation of the concerned Section, Unit, and its personnel.

IX. EFFECTIVITY

These Implementing Guidelines take effect immediately upon issuance of the covering Division Memorandum and shall remain in force until revised, amended, or superseded by a subsequent issuance.