DEPARTMENT OF EDUCATION • DIVISION OF SULTAN KUDARAT

Document Tracking System

Guide for Schools, Agencies & the Public — how to submit, track, and get proof of your visits. No account needed.

Schools & External Parties | **No account needed**

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SECTION 1

Welcome

The Division of Sultan Kudarat tracks every document it sends, receives, or processes using the DSK Document Tracking System. If you're a school, a government agency, a private entity, or an individual dealing with the division, this system lets you handle the paperwork side of that without ever needing an account — no username, no password, nothing to install.

With just the reference code or QR code you're given, you can:

- Submit an incoming document's details online, instead of describing it in person or over the phone.
- Track its status at any time — where it is and what's happened to it so far.
- Confirm that a document was actually handed back to you, once the division releases it (some types, such as leave applications, are released without anything to confirm).
- Get a Certificate of Appearance — a printable, signed record of the dates you (or your representative) appeared in person about a document, useful for reimbursement or attendance purposes.

This guide walks through each of those, in order. The diagram below shows the whole journey at a glance.

Prefer to watch? The `Video Guide` page (under `Guide` at the top of the site) has five short narrated chapters that follow this same order: submitting, tracking, receiving a document back, getting a Certificate of Appearance step by step, and claiming for several schools on one trip, sharing a name with someone else, or getting one certificate for a stack of documents you collected.

To see what has changed in the system recently, open `What's new`, also under `Guide`. The sun/moon button at the top right switches the site between light and dark mode.

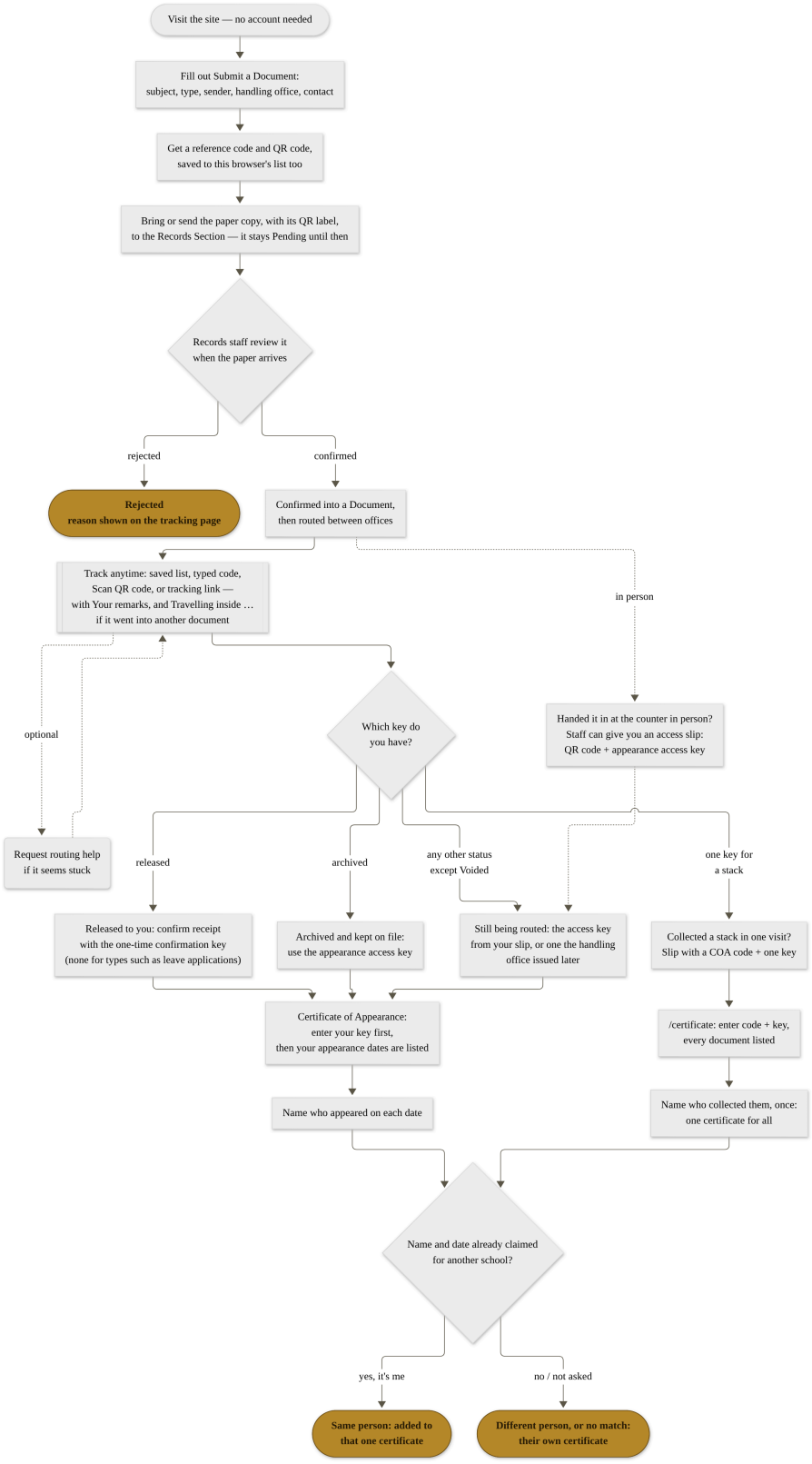


Figure 1. The external-party journey, start to finish. Sections 2 to 5 cover each step.

SECTION 2

Submitting a Document Online

Use this when you have something to send to the division and want to describe it in advance, instead of only handing it over in person.

2.1 What you'll need

- A clear subject for the document — what it is and what it's about — and its type (letter, request, memorandum, endorsement, report, permit application, or similar).
- Your school, agency, or organization's name — or your own name if you're submitting as an individual.
- The division office that should handle the document — the section or signatory it is for, which is where it will be processed first when it arrives. If you're not sure, ask whoever asked you to submit it.
- Optionally, an email address and phone number so Records staff can reach you if there's a question. You may also receive your key by email if you give your address. Key emails come from "DSK Document Tracking" (no-reply@depeddsk.org); DepEd mail may put the first ones in Spam, so check there and add the sender to your contacts.

2.2 Filling out the form

Visit the system's web address — it opens directly to the `Submit a Document` form, since you're not signed in. Fill in:

- Subject — say what the document is and what it's about (see the box below).
- Document type of what you're sending.
- Sender — search for your school or agency by name; if it isn't listed yet, you can type it in directly.
- Which office should handle it — search by the office's name or code and pick the section or signatory the document is for, where it will be processed first when it arrives at the division. This is required. Records staff can still reroute it when they review your submission, but naming the right office here gets it there faster.
- Optional remarks — extra notes for Records staff. Put the details that identify the document (whose, for what, which month) in the subject instead; remarks are for anything else.
- Your name, and optionally an email and phone number.

WRITE A CLEAR SUBJECT

The subject is how Records staff, and you, will recognize and find this document afterward — it's shown on your tracking page and it's what staff search and route by. Say what the document is and what it's about, and who or when if that applies.

Good: "Request for approval of Grade 10 field trip on October 12". **Too vague:** "Request", "For approval", "Documents". A vague subject makes it harder for staff to send your document to the right place, and harder for you to tell your submissions apart later. If you

send the same kind of document often, write what makes this one different: "Travel order of Juan Dela Cruz, reading seminar in Davao City, October 27–29", not just "Travel order"; "Form 6 of Maria Santos, October 2026", not just "Form 6". The form warns you when a subject looks generic — very short, a common catch-all like "Travel order", "Pertinent documents" or "Letter request", or just the name of the document type. It won't stop you from submitting, but treat it as a prompt to add detail. The subject is what you'll see first in your saved list and on the tracking page.

Records staff may make your subject clearer when they confirm the paper copy — for example, adding the name or date from your remarks. When they do, your tracking page shows their clearer subject; what you typed is still kept on record with your submission.

2.3 After you submit

You'll get a reference code (starts with `SUB-`) and a QR code. This isn't a tracked document yet — the online form only announces the document. It becomes official when the paper copy reaches the Records Section: staff scan or type your code when the paper arrives, and either confirm it into an official document with its own tracking number, or reject it with a reason if something's wrong. Your reference code's tracking page updates automatically either way, so check back on it to see what happened. If two weeks pass with no paper copy, the tracking page says so and reminds you to bring it in — nothing expires, and it's confirmed on the spot when it arrives.

SAVE YOUR REFERENCE CODE

Save the confirmation page, print it, or screenshot the QR code before you close the page — this is the only way to check on your submission afterward. If you still remember the code later but lost the page itself, you can re-enter it on the `Check a Submission` page to get back to your tracking page. On the same browser you submitted from, that page also keeps a list of saved submissions — added automatically when you submit, or whenever you check a code there with "Save" ticked — so you can open one with a click instead of retyping the code (it's the same browser-only list the `Print QR labels` page uses, and it's cleared the same way). Each entry shows its subject and, under it, the first line of your remarks, to help tell apart submissions with similar subjects — remarks aren't kept in the list for document types the division treats as confidential. But if the code itself is gone, there's no way to search for a submission by name — contact the division's Records Section directly and describe what you sent and when.

2.4 Sending several documents at once

Each document you submit still needs its own trip through the form and gets its own reference code and QR code — there's no single form for a whole batch. But once you've submitted them all, you don't have to print or screenshot each one separately: click `Print QR labels` (on the submission form, or on any confirmation page) to see every reference code your browser remembers, tick the ones you want, and print them together, two to a page and each carrying the Division's official letterhead, ready to cut apart and attach one to each physical document.

This list lives only in your own browser — it isn't sent anywhere or shared with anyone else, and it's forgotten automatically after 90 days. If you're using a shared or public computer, use `Clear`

`list` when you're done so the next person doesn't see your reference codes. If you have a code from a different device (or one someone else already submitted and shared with you), you can add it directly on the same page — it's checked against the division's records the same way the tracking page is.

SECTION 3

Tracking Your Document

3.1 Scanning or opening your tracking link

Scan the QR code from your submission receipt or from a routing slip, using your phone's camera — or open the tracking link directly if someone sent it to you. You'll see:

- The tracking number (or reference code, if it hasn't been confirmed into a document yet)
- The subject
- Your remarks — the remarks you typed on the submission form, if any, exactly as you wrote them (only for documents you submitted online)
- The current status
- When it was last updated
- Its full movement history — see §3.3

This page is always free to check, as many times as you like, without signing in. If the division marked the document Confidential, the subject line will instead show a notice that it's being withheld, and your remarks aren't shown either — everything else on this page still works normally.

IF YOUR PHONE'S CAMERA WON'T READ THE QR CODE

iPhones and most recent Android phones read QR codes straight from the Camera app — point it at the code and tap the link that pops up. On some Android phones this is a setting you have to switch on in the Camera app (look for "Scan QR codes"), and many phones also come with a built-in scanner app (for example Google Lens, or a "Scanner" app from the phone maker). If none of those work, install a free QR scanner from your phone's app store (Google Play, App Store, or AppGallery) — the phone maker's own scanner or Google Lens is the safest choice; avoid scanner apps that are full of ads or ask for permissions unrelated to the camera.

If your phone's camera app won't read it, open the `Check a Submission` page and click `Scan QR code`: it uses your phone's or computer's camera right on the page (allow camera access when the browser asks). A receipt or QR label opens your submission, and a routing slip opens the document's tracking page.

Scanning is never required, though. The reference code printed under every QR code can be typed on the `Check a Submission` page (§2.3), and a tracking link someone sent you can simply be opened directly.

3.2 What each status means

Status	What it means for you
Received	The division has logged it and is beginning to process it.

Status	What it means for you
Forwarded	Division staff are physically carrying it to another office.
Assigned	You (or your representative) were asked to carry it to another office yourselves.
In Progress	It's being worked on.
Returned	Division staff carried it back to a previous office.
Assigned Back	You (or your representative) carried it back to a previous office.
Ready for release	The office is finished with it and is holding it for you to collect. The tracking page says which office — bring your receipt or slip there. See §3.4 to check everything ready for your school at once.
Released	It's been handed to you (or your representative) for good — see §4 to confirm receipt, and §5 to get a Certificate of Appearance.
Archived	The division closed it out without sending it back to you. If you appeared in person about it, you may still be able to get a Certificate of Appearance — see §5.3.
Consolidated	Your document was put inside another one that now travels in its place — for example, a salary request inside the payroll prepared from it. See §3.3.
Voided	The division marked this entry as logged in error — it was a mistake, a duplicate, or a test, and isn't a real document being processed. Contact the division's Records Section if you were expecting an update.

Whatever the status — except Voided — a document you have an appearance access key for also shows a Certificate of Appearance section on its tracking page, even while it's still Received, Forwarded, or In Progress (§5.1).

If a document's status is Voided, its tracking page isn't hidden or replaced — it still shows the tracking number, the Voided status (in a neutral gray badge, not the color used for a real completion), the subject, and when it was last updated, exactly as for any other status. Beneath that, an added notice explains that the entry was voided by the division because it was logged in error and isn't being processed, and suggests contacting the Records Section if you were expecting an update on a document you submitted. That notice never states the actual reason — but the reason staff gave may still be visible in the document's movement history below (§3.3), the same as for any other action.

3.3 Seeing its full movement history

Below the status, the same tracking page shows every step the document has gone through since it was first logged — which office, what happened there, and when — not just where things stand right now. This is shown for every document, including a confidential or voided one.

When a step sends the document to an office, that office confirms once the paper is physically in its hands. That confirmation appears under the step — "Receipt confirmed by *office* on *date*" — so you can tell the difference between "sent to Personnel" and "Personnel actually has it." Until the office confirms, the step shows only when it was sent. The name of the staff member who confirmed is never shown.

Staff choose, action by action, whether to also show the note or reason they wrote for that step. It's shown by default, unless the document was confidential at that exact moment — in which case it's hidden by default instead, though staff can still choose to show it if they want to. Either way, if a step has a note that isn't being shown, you'll see a plain "a note was added here but isn't shown publicly" message in its place, rather than nothing at all — so you know something was recorded, even without seeing what it says. Who did each step is never shown, for any document.

Travelling inside another document. Some documents go inside another one on the way — for example, salary requests are put together into one payroll, and the payroll may later go inside a voucher. The page then shows "Travelling inside *tracking number* — *status* at *office*": that is where your paper physically is now. The other document's later steps are listed below, marked "inside", without its subject or contents. If your document is taken back out, it continues on its own again, and any Certificate of Appearance key you have keeps working throughout.

If your document is confidential, one more thing is withheld specifically on its Released or Archived step: instead of naming the school, agency, or person it went to, that step just says "External recipient."

3.4 Seeing everything ready for pickup for your school

Before sending someone to the division, open `Ready for pickup` (`dts.depeddsk.org/pickup`, linked from the Submit page and the top of the site) and pick your school, agency or office from the list. You'll see every document of yours that an office has finished and is holding for collection: its tracking number, document type, subject, the office holding it, and since when. Approved leave applications waiting at Administrative Services are the usual case.

The page shows only what an office has marked ready, so a document that isn't listed may simply still be in process — check its own tracking page. A confidential document is listed with its subject withheld. If you sent a document as an individual rather than through a school or office, it won't be listed here; its tracking page shows the same status.

SECTION 4

Confirming You Received a Released Document

Once a document is marked Released, its tracking page shows a "Confirm receipt" form. Enter the confirmation key that was emailed to you or given to you by staff when it was released, and submit — this tells the division the document actually reached you, closing the loop without requiring you to have an account.

NEVER GOT A KEY, OR LOST IT?

The key can't be recovered by anyone once it's lost — not even by the division's own staff — the same protection used for a password. If you never received it (a lost email, for example) or misplaced it, contact the division's Records Section; staff can generate and send you a new one, which invalidates the old.

Some document types, such as leave applications, are released without a confirmation key. Their tracking page just shows that the document was released to you and when, with no form to fill in. You can still get a Certificate of Appearance with an access key (§5).

A document that wasn't released has no receipt to confirm, since it was never sent back to you — if you were given an appearance access key instead (on an access slip from the counter, or by email), skip straight to §5.

SECTION 5

Getting a Certificate of Appearance

A Certificate of Appearance is a printable, signed record of the dates you (or a representative) physically appeared at a division office about a document — commonly used to support a reimbursement or travel claim. It becomes available as soon as you have a key for the document — while it's still being processed, not only after it's released or archived. Which key you use depends on how you got it.

The Certificate of Appearance section on the tracking page (or on your SUB- reference page) always asks for your key first. Nothing about your visits — not even the dates — is shown until you enter it.

5.1 The access slip from the counter, or a key given later

If you hand in your document at the Records counter in person, staff can confirm it while you're there and print you a *Certificate of Appearance access slip*: the document's QR code, its tracking number and SUB- reference, your school or agency, the date, and a one-time appearance access key. That day is already recorded as one you appeared. Ask for it if you need a certificate for the visit — it isn't given automatically, for example when the paper was dropped off by a messenger or courier.

The key works while the document is still being routed between offices — you don't have to wait for it to be released or archived. Scan the QR code on the slip, enter the key, and generate your certificate (§5.4). If you come back in person about the same document later, ask the office handling it to note the visit: that day is added to your dates, and the same key shows it.

If you appeared in person but didn't get a slip, the office currently holding the document (or the Records Section) can still issue you an access key later, after confirming the days you came in. It's handed to you or emailed, and works the same way.

5.2 If your document was released to you

After confirming receipt (§4), use that same confirmation key in the Certificate of Appearance section. If you also have an access slip for the document, either key works.

5.3 If your document was archived instead

Some documents are closed out by archiving rather than being released back to you — for example, if the division keeps the original on file. If staff confirmed at least one date you appeared in person while archiving it, you get a separate appearance access key, emailed to you or given to you by staff at the time; there's no "Confirm receipt" step, since nothing was released. If you already had an access key for the document (from the counter slip, for instance), you keep using it — the new dates are simply added.

If your document was archived but no appearance dates were confirmed and no key was ever issued, there's nothing to certify — contact the division's Records Section if you believe that's a mistake.

NEVER GOT AN ACCESS KEY, OR LOST IT?

Same rule as a confirmation key: it can't be recovered by anyone once lost. Contact the office handling the document or the division's Records Section, and staff can issue you a new one (with a fresh access slip). The old key stops working at once.

5.4 Generating the certificate

Whichever key applies, from there:

1. Enter your confirmation or access key and click `Show my appearance dates`. You'll see the dates the division has on record for your appearances related to this document. (Too many wrong tries in a minute and the page asks you to wait a moment.)
2. Type the name of the person who appeared for each date you want included — this can differ per date if a different person went on a different day. The name is used exactly as you type it. After the first few letters, names already on record for that date are suggested (in any order of words — "Cruz Pablo" finds "Juan Pablo Dela Cruz"); pick the existing spelling if it's the same person, so all their appearances that day end up on one certificate.
3. Click `Generate certificate` to produce a printable Certificate of Appearance, signed by the division's current effective signatory.

If you appear again about the same document on a later date, come back and add that date the same way — it's added to your existing certificate rather than creating a separate one, as long as the name matches.

One question you may be asked: if a certificate for that exact name and date already exists, claimed for a *different* school or agency, the page checks whether it's the same person. Answer `Yes, same person` if it's you — for example, you claimed a document for another school on the same trip — and this appearance is added to that certificate, which is still one trip for reimbursement purposes. Answer `No, a different person` if someone else shares your name, and you get your own separate certificate.

5.5 Collected several documents at once

If you collect a stack of documents at a division office in one visit — for example, your school's leave applications, and maybe another school's that you were asked to pick up — tell the staff you need a Certificate of Appearance before they release them. They can give you *one* key for the whole stack, on a slip showing a QR code, a certificate code (`COA-` followed by eight characters), the key, the date, the issuing office and the documents' tracking numbers. If you give the staff your email address, the certificate code and key are also emailed to you (from no-reply@depeddsk.org — check your Spam folder if you don't see it).

1. Go to `dts.depeddsk.org/certificate` (the `Certificate for bulk-released documents` link on the public pages), or scan the QR code on the slip, which fills in the code for you.
2. Enter the key from the slip and click `Show the documents`. You'll see the date and each document's tracking number, type and purpose.

3. Type the name of the person who collected them (names already on record for that day are suggested) and click `Generate certificate`. You get one certificate with one control number listing every document — print it or save it as a PDF.

The same-person question (§5.4) may appear here too, once for the whole stack. This key works only on the certificate page: it doesn't open the documents' tracking pages, and you don't need the documents' own keys. If the key is lost, ask the office that gave it to you for a new one — the old key then stops working.

SECTION 6

Asking for Help

If a document seems stuck — no movement for a while, and it isn't in a final state yet — its tracking page shows a `Need help routing this?` option. Describe the issue and submit; Records staff are notified and will follow up.

For anything else — a lost reference code with no page or QR left to recover it from, a question about a submission, or general help — contact the Division of Sultan Kudarat's Records Section directly.

SECTION 7

Frequently Asked Questions

Do I need to create an account?

No. Submitting, tracking, confirming receipt, and generating a Certificate of Appearance are all available without signing in — no username, no password.

I lost my reference code and the page/QR that had it. What do I do?

There's no way to search for a submission by name once the code itself is lost. Contact the division's Records Section directly and describe what you sent, when, and who submitted it, so staff can look it up on their end.

Can I submit on behalf of my school or agency?

Yes — enter your own name in the submitter fields, and your school or agency as the sender. That's the normal way most submissions are made.

My document was archived instead of released — can I still get a Certificate of Appearance?

Yes, if staff confirmed at least one appearance date while archiving it, or you already had an access key for it. Enter the access key emailed or given to you by staff in the Certificate of Appearance section of your tracking page (§5.3). If no dates were confirmed and no key was issued, there's nothing to certify.

My document is still being processed. Can I get a Certificate of Appearance already?

Yes, if you have an appearance access key for it — usually from the access slip handed to you when you submitted it at the counter in person, or issued later by the office handling it (§5.1). Enter the key on the tracking page; you don't have to wait for the document to be released. If you appeared in person but never got a key, ask the office currently holding the document, or the Records Section, to issue appearance access for it.

I picked up several schools' documents in one trip. Do I need a certificate for each?

No. Ask the staff releasing them for one Certificate of Appearance key for the whole stack before they release it. With that key, the certificate page (`dts.depeddsk.org/certificate`) gives you a single certificate listing every document you collected that day (§5.5).

I never received my confirmation key or access key by email. What now?

Check your Spam folder first — look for "DSK Document Tracking", and add it to your contacts so later keys reach your inbox. If it's genuinely not there, contact the division's Records Section — staff can generate a new one and relay it to you directly, invalidating the old one.

I submitted online but haven't delivered the paper copy yet. Has my submission expired?

No. An online submission stays pending until its paper copy reaches the Records Section — it's the paper that gets confirmed, not the form. After two weeks without the paper, your tracking page

shows a notice saying so, but nothing is closed: bring the document in with your reference code (or its QR label) and staff confirm it right there.

Can I attach a file, like a scanned copy, to my submission?

Not in the current version — the system tracks the document's details and physical custody, not file uploads.

Can I see which offices handled my document, and any notes staff left?

Yes — your tracking page shows the full movement history, not just the current status (§3.3): every office it passed through, what happened there, and when, for every document including a confidential one. A note staff wrote for a particular step is shown too, unless the document was confidential at that moment or staff chose to keep that specific note internal — in that case you'll see a message saying a note exists without being shown, rather than nothing at all.

I'm sending several documents at once — do I have to print a page for each?

No. Submit each one as usual, then use `Print QR labels` (§2.4) to print all of their QR codes together on one sheet instead of one page per document.

My phone's camera doesn't recognize the QR code. What do I do?

Most phones read QR codes from the Camera app, though on some Android phones "Scan QR codes" has to be switched on in the camera's settings first, and many phones have a built-in scanner app (Google Lens, or the phone maker's own). Otherwise, use the scanner built into this site: open `Check a Submission`, click `Scan QR code`, and allow camera access — it works on a laptop webcam too. You can also skip scanning entirely: type the reference code printed under the QR code on the `Check a Submission` page, or open the tracking link directly if someone sent it to you.

My tracking page says "Travelling inside" another number. What does that mean?

Your document was put inside another document that now travels in its place — for example, your salary request inside the payroll prepared from it (§3.3). The page shows where that document is now, and its steps are listed under yours. You don't need to do anything.

Who can I contact for help?

The Division of Sultan Kudarat's Records Section handles questions about submissions and documents in the system. For a specific document that seems stuck, use the "Need help routing this?" option on its tracking page (§6) as well.