



UNIVERSITY OF SANTO TOMAS

OFFICE OF THE SECRETARY-GENERAL

Process flow for Identification (ID) Card application:

A. For student applicants:

1. The applicant downloads the IDENTIFICATION (ID) CARD APPLICATION FORM (ONLINE) from the Office of the Secretary-General's website (secgen@ust.edu.ph);
2. The applicant accomplishes the personal details section of the application form and submits it to his/her home college for clearance purposes by the Academic Unit' (AU) Student Welfare and Development Coordinator (SWDC).

Note: To avoid delay, the applicant should also consider the following cases when submitting the accomplished form to the SWDC:

Case 1. If the student filed for a leave of absence, he/she must submit certification / copy of approval by the AU;

Case 2. If the student applied for dropping of program, he/she must present his/her copy of the dropping form

3. The SWDC forwards the signed application form to Office for Student Affairs (OSA) (osa@ust.edu.ph);
4. OSA forwards the signed form to the OSG for approval;
5. OSG forwards the signed form to the student with instruction to pay the ID Card fee amounting to P300.00 and courier fee amounting to P150.00 via BPI, using the account number, 0151-0000-45.
6. The applicant forwards the signed ID application form (with complete entries for the clearance section and payment details section) and proof of payment to the ID Room (IDRoom@ust.edu.ph);
7. The ID Room staff will prepare a summary of applications on a daily basis to be forwarded to the Treasury Department (TD) (treasury_inquiry@ust.edu.ph) for processing of official receipt;
8. The TD forwards the Official Receipt (OR) number to the staff of the ID Room (IDRoom@ust.edu.ph) for the processing of the ID card;
9. ID Room staff prints the ID card, prepares the package for the courier service, and delivers it to the Office of the Registrar;
10. The Office the Registrar issues the package to its courier service partner for delivery.
11. The ID Room staff notifies the student to track the delivery through a tracking system of the courier service partner of the Office of the Registrar.

Note: For tracking purposes, a Google sheet is prepared and managed by the concerned coordinating offices, namely, AU's SWDC, OSA, OSG, Treasury Department, ID Room Staff, and Registrar.



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B. For Faculty/Administrator/Support Staff applicants

1. A newly appointed faculty, staff, or administrator sends via email a scanned copy of his/her appointment paper to the ID Room (IDRoom@ust.edu.ph); wait for the feedback from the Staff of the ID Room.

Note: You will be asked to submit a picture and e-signature following the STePs Office- prescribed format, background, and resolution requirements.

2. For replacement of lost ID card or old ID card (i.e., due to wear and tear, change of position from administrator to faculty, etc.)
 - a. Download the ID Card Application Form (Online) from the OSG website (secgen@ust.edu.ph);
 - b. Accomplish and submit the form to the Office of the Secretary-General (secgen@ust.edu.ph), along with the letter of request, duly endorsed by the academic/administrative unit head OSG
 - c. Upon approval by the Secretary-General, pay the corresponding ID Card fee (P300.00) and courier fee (P150.00) via BPI using the account number 0151-0000-45
 - d. Send a copy of the accomplished application form and proof of payment to the ID Room (IDRoom@ust.edu.ph); and
 - e. Wait for an update from the staff of the ID Room for the delivery of the printed ID card by the Office of the Registrar through its accredited courier service.