15. Copy Issuance of Marriage Certificate at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase II (CRS-ITP2)

Provision of copy of the Contract of Marriage between two individuals available in the PSA Civil Registry Database (converted documents).

Under the new system – the Civil Registry System Information Technology Project Phase II (CRS-ITP2), all CRS outlets centralize all backroom tasks such as database searching/query (RSO) for faster processing of CRD requests. The infrastructure setup of CRS-ITP2 is "Hub-and-Spoke Model", wherein the Back Offices functions as the "Hub", while the Outlets, which use the services of the Hub, are the "Spoke".

Office or Division:	Civil Registration Services Division
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C)
Who may avail:	General public of legal age (18 years old and above)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Basic Requirements for all types of Requesters	
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet. **Reminder:** ▪ If the client is an authorized representative, the CRS Appointment Slip should be in his/her name.	Booked through the CRS Appointment System https://appointment.psa.gov.ph
If applicable, properly filled-out Health Survey Form (1 copy); or	Entry points of the PSA Civil Registry System Outlets; Or at the CRS Appointment System
Updated QR Code of the COVID-19 Digital Contact Tracing App	Google Play Store or Apple App Store
Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.

Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet; Or at the CRS Appointment System
If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit: Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance. (1 copy)	City Treasurer's Office
Additional Requirements by Type of Requester	
1. Principal (Spouses/Husband and Wife)	
Valid Identity Document (ID) of any of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2. Direct Descendant (Marital Children)	
Valid Identity Document (ID) of the direct descendant of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
3. Guardian to his/her ward	
Court decision assigning the client as legal guardian (1 original and 1 photocopy) and/or; Duly notarized Affidavit of Guardianship (1 original)	Clerk of the appropriate Court that rendered the decision Lawyer/Notary Public
Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
4. Nearest of kin, if both contracting parties are deceased (Parents,	

Brother/Sister, Grandparent, Grandchildren)	
Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
5. Authorized Representative	
Valid Identity Document (ID) of any of the contracting parties (husband or wife) authorizing the representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) **Reminder:** ▪ For Authorization letter/Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of the passport as valid ID.	Any of the contracting parties (husband or wife) authorizing the representative. Valid ID of any of the contracting parties should be issued by Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements: 1) Issued by the document owner or the legal guardian, and specifically state that its purpose is to secure civil registry document from PSA. A general statement as to the purpose will not be accepted; 2) Indicate the type of document, and must be able to provide the specific details required in the AF; 3) Typewritten or handwritten in a clean sheet of paper and should bear the	Any of the contracting parties (husband or wife) authorizing the representative

signature of the document owner. The full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner except for the Philippine Identification (PhilID) card /ePhilID; 4) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated; 5) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and 6) Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner and the authorized person.	
6. Priority Clients	
6.1 Senior Citizen requesting for his/her own marriage document and his/her parents	
Senior Citizen's ID Card or any valid ID indicating his/her age with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (ID) Card/ ePhilID (1 original)	Office of the Senior Citizens Affairs (OSCA) and/or local government units (LGUs) Philippine Statistics Authority
6.2 Physically Challenged Client/PWD requesting for his/her marriage document and his/her parents	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (ID) Card/ ePhilID (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health Philippine Statistics Authority
6.3 Pregnant Woman requesting for her own marriage document and her parents	

Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
6.4 Health and Emergency Frontline Service Provider requesting for the copy issuance of his/her own marriage document and his/her parents	
Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
6.5 Clients who are PhilID card/ePhilID holders	
Philippine Identification (ID) Card (1 original) or ePhilID (1 original) **Reminder:** ▪ PhilID card/ePhilID holders are allowed to request only his/her own marriage document and his/her parents	Philippine Statistics Authority
6. First Time Jobseeker (RA 11261) **Reminder:** ▪ Request for a copy issuance of marriage certificate cannot be delegated to a representative and can only be availed once	
Duly signed Barangay Certification from his/her place of residence (1 original)	Punong barangay or his/her authorized officer.

Oath of Undertaking executed by the First Time Jobseeker (1 original and 1 photocopy)	Office of the Barangay where the First Time Jobseeker currently resides
Valid Identity Document (ID) of the First Time Jobseeker complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Educational Institutions (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment at https://appointment.psa.gov.ph/ 1.1 May opt to download the Application Form-Marriage Certificate (Pink Form) and Health Survey Form (if applicable) from the appointment website. **Reminder:** § Application Form can be accomplished prior to scheduled date of appointment. § Health Survey Form must be accomplished at the CRS Outlet on the date of the appointment. 1.2 Go to the CRS Outlet on the actual date and time of appointment. **Reminder:**	1.1 CRS Appointment System send out appointment confirmation to the client email address. 1.2 Ensure that the Application Form-Marriage Certificate (Pink Form) and Health Survey Form are available for download.	None	Variable	*Outlet Supervisor* PSA Civil Registry System Outlet or *Outlet Manager*

▪ Clients with PhilID/ePhilID and requesting for copy of his/her own marriage document and his/her parents, are allowed to transact in the outlet without an appointment.				
2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID. **Reminder:** For Authorized Representative (AR) ▪ Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATUREand issued by an official authority (1 original and 1 photocopy) and the AR's valid ID. ▪ CRS Appointment Slip bearing the name of the AR. 2.1 If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local	2.1 Check carefully the following information on the presented CRS Appointment Slip: a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented.	None	1 minute	*Information Marshal/Security Guard* *Outlet Supervisor* PSA Civil Registry System Outlet or *Outlet Manager*

Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.				
3. Pass through Health and Safety Protocol of the PSA Civil Registry System Outlet. 3.1 If applicable, allow the updated QR Code of the COVID-19 Digital Contact Tracing App be scanned, or fill-up and submit the Health Survey Form. 3.2 Allow temperature check.	3.1 Ensure that the client scanned and passed the COVID-19 Digital Contact Tracing App, or receive the completely filled-up health survey form. 3.2 Check the body temperature of client using a thermal scanner.	None	1 minute	*Information Marshal/ Security Guard* *Outlet Supervisor* PSA Civil Registry System Outlet or *Outlet Manager*
4. Get an Application Form- Marriage Certificate (Pink Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.	4.1 Ensure that the necessary AF-Marriage Certificate is made available at the AF dispenser.	None	2 minutes	*Information Marshal,* PSA Civil Registry System Outlet *Team Leader,* PSA Civil Registry System Outlet *Outlet Supervisor* PSA Civil Registry System Outlet

				or *Outlet Manager*
5. Proceed to the screening area. 5.1 Present the AF and the required documents to the screener for completeness check.	5.1 Screen the AF and the requirements. **For PhilID card /ePhilID holders:** 5.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check. 5.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication Application of the PhilID, attach the PhilID Consent Form to the AF and shall be noted for Biometric Authentication at the Releasing Window. 5.3 Return the validated PhilID card/ePhilID to the client. 5.4 Return the PhilID Card/ ePhilID that failed the validation to the	None	10 Minutes	*Screener,* PSA Civil Registry System Outlet *Team Leader,* PSA Civil Registry System Outlet

▪ **First Time Jobseeker**, proceed to the Public Assistance and Complaints Desk (PACD)	client and request for a new valid ID. 5.5 Return the AF and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder prior to the payment of corresponding fees. **For first time Jobseeker:** 5.6 Stamp the submitted requirements as officially "Received by" PSA. Endorse the First Time Jobseeker to the PACD 5.7 Accept the requirements and indicate therein the date of receipt and collect them. Attach requirements to the AF and label it as "*Pro-Bono*." 5.8 Record the request in the logbook for control and reporting purposes.			*Care Officer,* Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet *Outlet Supervisor,* PSA Civil Registry System Outlet or *Outlet Manager*
6. Get Queue Ticket Number (QTN)	6.1 Ensure that QTN is functioning and ready for distribution.	None	1 minute	*Information Marshal/Security Guard* *Outlet Supervisor* PSA Civil Registry System

				or *Outlet Manager*
7. Proceed to the encoding area. 7.1 If opted to transact in the encoding window, wait for the QTN to be shown in the QMS Public Digital Display. 7.1.1 Determine the mode of payment of the request, if cash or cashless payment. 7.1.2 Present the QTN, AF and the required documents to the encoder. 7.2 If opted to use the Self-Servicing Kiosk (SSK), proceed to the SSK area. 7.2.1 Encode QTN and the complete details of the request and print the transaction slip.	7.1 Ensure that the QMS Public Digital Display is functional. 7.2 Ensure that the client is assigned to the Encoder-Collecting Officer role for cashless payment. 7.3 Receive the QTN, AF and other requirements. 7.4 Encode into the system the QTN and the details of the requests. 7.5 Return the AF, the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees. 7.6 Ensure that the Self-Servicing Kiosk is functional and available to issue transaction slip.	None	8 Minutes	*Encoder* PSA Civil Registry System Outlet *Information Marshal* PSA Civil Registry System Outlet *Team Leader,* PSA Civil Registry System Outlet *Outlet Supervisor,* PSA Civil Registry System Outlet or *Outlet Manager*
8. Proceed to the payment area. 8.1. Wait for the QTN to be shown in the QMS Public Digital	8.1 Ensure that the QMS Public Digital Display is functional.	Total Fee Php 155.00 per copy	2 minutes	*Collecting Officer,* PSA Civil Registry System Outlet

Display to the available payment window. 8.2 Submit the QTN, AF/ transaction slip and the required documents to the Payment Window. 8.3 Pay the corresponding fee for the request, either in cash or through online cashless payment. ▪ Priority Clients to proceed to the Priority Lane. ▪ Clients with PhilID card/ePhilID to proceed to the Priority Lane/ Special Lane. **Reminder:** ▪ Check the details in the issued Official Receipt (OR). ▪ Make sure to count the change before leaving the counter.	8.2 Receive and check the QTN, AF/transaction slip and the requirements. 8.3 Retrieve the transaction in the system using the search query. 8.4 Accept the corresponding payment and generate an Official Receipt (OR). 8.5 Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area. 8.6 Attach altogether the CRS Appointment Slip (if printed), QTN and accomplished AF/transaction slip. 8.7 Give the OR to the client and return the presented requirements as it will be submitted to the Releasing Officer prior to the issuance of the requested document. **For first time Jobseeker:** ▪ Remind him/her that he/she can avail of the free copy	*Breakdown*: *Processing Fee*: -Php 125.00 *Documentary Stamp Tax* -Php 30.00		*Team Leader,* PSA Civil Registry System Outlet *Outlet Supervisor,* PSA Civil Registry System Outlet or *Outlet Manager*

	issuance of his/her marriage from the PSA only once. ▪ Issue a claim stub to First Time Jobseeker and Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area **For Priority Clients:** 8.8 Instruct the Priority Client to wait for the release of the document.	Pursuant to **RA 11261**, the issuance of one (1) copy of the marriage certificate for a first time Jobseeker is to be issued for **FREE**		
9. Proceed to the Releasing Area and wait while the request is being processed.	9.1 Get the transaction in the system. 9.2 Verify from the CRS database the request on the basis of details that has been encoded. Conduct verification from the System pursuant to the issued PSA Office Memorandum No. 2021-139 dated 01 June 2021. 9.2.1 In case that the requested copy of the Marriage Certificate is	None	15 minutes **Reminder:** ▪ Processing time maybe extended depending on the result of verification from the System.	*Request Service Officer,* Primary Back Office / Secondary Back Office *Team Leader,* Primary Back Office / Secondary Back Office *Supervisor,* Primary Back Office / Secondary Back Office or *Chief,* CRSD

	available in the CRS Database, submit the document for release. 9.2.2 In case that the requested copy of the Marriage Certificate is not available in the CRS Database after thorough verification, generate a Negative Certification of Marriage with Negative Result Advisory. 9.2.3 In case that the requested copy of the Marriage Certificate is not available in the CRS Database but positive in the Vital Event Information (VEI) Database, it will be tagged for Manual Verification processing. 9.2.3.1 For Manual Verification result, client to wait for the Short Messaging Service (SMS) notification on the availability of the document for release.			
10. Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.	9.1 Ensure that the QMS Public Digital Display is functional.	None	5 minutes	*Releaser,* PSA Civil Registry System Outlet

				Team Leader, PSA Civil Registry System Outlet *Outlet Supervisor,* PSA Civil Registry System Outlet or *Outlet Manager*
11. Proceed to the Releasing Window. 11.1 Present the **ORIGINAL OR** and other requirements. **For PhilID card /ePhilID holders:** 11.2 For PhilID card /ePhilID holders subject to biometric authentication, allow to scan the finger print using the fingerprint scanner.	11.1 Require the client to present/ submit the requirements and check for correctness and completeness. **For PhilID card /ePhilID holders:** 11.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check. 11.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication Application of the PhilID, check the PhilID Consent Form attached in the AF.	None	10 minutes	*Releaser,* PSA Civil Registry System Outlet *Team Leader,* PSA Civil Registry System Outlet *Outlet Supervisor,* PSA Civil Registry System Outlet or *Outlet Manager*

	11.2.2 Ensure to complete the authentication procedure in the CRS Authentication Application using the client's biometrics via fingerprint scanner. 11.2.3 For failed fingerprint scanning, perform Demographic Authentication using the PhilSys Control Number (PCN) of the PhilID Card/ ePhilID, and Last Name of the PhilID/ePhilID owner and Date of Birth. 11.3 Return the validated PhilID card/ePhilID to the client. 11.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID. 11.5 Retrieve the transaction in the system using the search query. 11.6 Check the status of the Copy Issuance Marriage request. 11.7 If the processed request			

	yielded positive result, print the PSA copy of the Marriage Certificate. 11.7.1 Print the Marriage Certificate in the Security Paper (Secpa). 11.7.2 Control the printed document in SECPA using the system. 11.8 If the processed request yielded negative result, print the Negative Certification of Marriage in SECPA, and Negative Result Advisory. 11.8.1 Control the printed document in SECPA using the system. 11.9 If processed request yielded manual verification result, print Manual Verification Advisory.			
First Time Jobseeker present claim stub	**For first time Jobseeker:** 10.3 Reflect result of verification on the logbook/excel file. 10.4 Ensure that the ID and claim stub is presented/			

	submitted by the first time Jobseeker.			
12. Check the document. 12.1 Sign the **“**Acknowledgement of Receipt**”** portion at the back of the AF and indicate the date of receipt.	12.1 Release the documents to the client. 12.1.1 For negative result of request, advise the client to request an endorsement of his/her Marriage Certificate from the Local Civil Registry Office (LCRO) where the Marriage was registered to PSA. 12.2.1 For Manual Verification result, inform the client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document. 12.2.2 In case the image of the marriage document from the CRS Database is blurred, explain to the client the quality of the printed document. **Reminder:** ▪ The client must be given an option for a clearer copy of the marriage document	None	5 minutes	*Releaser,* PSA Civil Registry System Outlet *Team Leader,* PSA Civil Registry System Outlet *Outlet Supervisor,* PSA Civil Registry System Outlet or *Outlet Manager*

	through re-scanning of the image. 12.2.3 If the client agreed to have the requested marriage document subjected to re-scanning, inform the client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document. 12.3 Ensure the client signed the “Conforme” portion at the back of the AF, indicating the printed name, signature and id number. 12.4 Ensure the “Acknowledgement of Receipt” is accomplished by the client, indicating the printed name, signature and date of release. 12.5 Affix the initials of the Releaser in the OR. 12.6 Attached all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and			

First Time Jobseeker sign in the control logbook	photocopies of valid IDs to the AF/transaction slip. **For first time Jobseeker:** 12.7 Require the First Time Jobseeker to sign in the control logbook.			
TOTAL PROCESSING TIME: ONE (1) HOUR EXCLUSIVE OF QUEUEING TIME.				

Special Cases/Situations:

In the event that after verification, there are special cases/situations that needs to be addressed/resolved first by the concerned Back-End Processing Unit the following processes will take place:

1) Primary Back Office (PBO)/Secondary Back Office (SBO) RSO log the problem to the CRS Help Desk System (HDS) with the following information:
   - Image ID No
   - Transaction Number
   - Complete details of the request
   - Description of the problem
   - BREN/ MREN/ DREN

2) PBO/SBO RSO to wait for the notification from the HDO for the advice of the reported case if okay and ready for process.
3) Or PBO/SBO RSO to cancel the transaction while waiting for the advice from the HDO.
4) Or PBO/SBO RSO will tag the transaction for MV (issue or suspend), if suspend it will automatically notify the Outlet.
5) In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO Team Leader (TL) and PBO/SBO Supervisor.
6) Outlet's TL/ Supervisor (OS) to inform the client on the situation and on the re-scheduled date of release.

REMINDER:

Copy issuance of marriage documents that fall under special cases/situations require several actions/steps that need to be undertaken outside of the Civil Registry System Outlet to be able to deliver the requested document to the client. In this connection the Service Classification is changed from **SIMPLE** to **COMPLEX**.

SITUATION	ACTION	LOCATION	REMARKS
1. Copy of marriage record from the CRS Database have extra or excess page(s).	1. The copy of the marriage record that have extra or excess page(s) are not to be		

	printed and issued to the clients. 1.1 First option: the PBO/SBO RSO to tag the transaction as Manual Verification (MV); to suspend the transaction, choose others in the drop down list and type the specific reason, click “SUSPEND” and click “OK”; or 1.2 Second option: the PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information: -Image ID No. -Transaction Number -Complete details of the request -Description of the problem 1.3 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process. 1.4 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction. 1.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.	*Help Desk Officer* Unisys Managed Services Corp.	

	1.6 Outlet's TL to inform the client on the situation and on the rescheduled date of release. 1.8 Document is for pull-out from the Archive for re-scanning and other related processes. 1.9 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database. 1.10 Outlet's Releaser to print the image in CRS Security Paper (SECPA).	Civil Register Management Division (CRMD)	
2. RSO after logging the details based on the application form, found another image of the marriage record from the CRS Database even with the correct index details (mismatched Image)	2. The mismatched image should not be printed. 2.1 First option: PBO/SBO RSO to tag the transaction as MV and choose Others from the drop down list and type "mismatched image", click "SUSPEND" and click "OK"; or 2.2 Second option: PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information: -Image ID No. -Transaction Number -Complete details of the request -Description of the problem	*Help Desk Officer* Unisys Managed Services Corp	

	2.2 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction. 2.4 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process. 2.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and PBO/SBO Supervisor. 2.5 PBO/SBO TL to notify the Outlet's TL and OS on the situation. 2.6 Outlet's TL to inform the client on the situation and on the rescheduled date of release. 2.7 Document is for pull-out from the Archive for re-scanning and other related processes. 2.8 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database. 2.9 Outlet's Releaser to print the image in CRS Security Paper (SECPA).	Civil Register Management Division (CRMD)	
3. Image of the marriage record from the CRS Database is defective/ damaged.	3. The inverted/ defective image should not be printed.		

	3.1 First option: PBO/SBO RSO to tag the transaction as MV and choose Others from the drop down list and type the specific reason then click “SUSPEND” and then click “OK”; or 3.2. Second option: PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information: -Image ID No. -Transaction Number -Complete details of the request -Description of the problem 3.3 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction. 3.4 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process. 3.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor. 3.6 Document is for pull-out from the Archive for re-scanning and other related processes.	*Help Desk Officer* Unisys Managed Services Corp	

	3.7 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database. 3.8 PBO/SBO to issue the document in the system.	Civil Register Management Division (CRMD)	
4. Image of the marriage record from the CRS Database is corrupted or decrypted (error in viewing the image).	4. The corrupted/ decrypted image should not be printed. 4.1 PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information: -Image ID No. -Transaction Number -Complete details of the request -Description of the problem 4.2 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process; or 4.3 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction 4.4 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor. 4.5 Outlet's TL to inform the client on the situation and on the rescheduled date of release.	*Help Desk Officer* Unisys Managed Services Corp.	

	4.6 Document is for pull-out from the Archive for re-scanning and other related processes. 4.7 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database. 4.8 PBO/SBO to issue the document in the system. 4.9 Outlet's Releaser to print the image in CRS Security Paper (SECPA).	Civil Register Management Division (CRMD)	
5. Image of the marriage document from the CRS Database is blurred (or with unreadable entries)	5. Blurred copies of document/s from the CRS database will still be made available to the clients. 5.1 For client requesting clearer copy of the document, a request shall be made at the CRS Outlet. 5.2 The Releaser/ Care Officer will create a transaction for rework. 5.3 The RSO to tag the transaction as MV for processing of backend units. 5.4 Document is for pull-out from the Archive for re-scanning and other related processes. 5.5 Client to wait for the Short Messaging Service (SMS) notification on the availability of the document for release.	Civil Register Management Division	
6. Verification from the CRS Database	6. In the event that the RSO verification		

yielded a negative result but with Vital Event Information or not yet loaded in the CRS Database.	yielded a negative result but with Vital Event Information, the RSO tag the transaction to Manual Verification. 6.1 Document is for pull-out from the Archive for scanning and other related processes. 6.2 Client to wait for the Short Messaging Service (SMS) notification on the availability of the document for release.	Civil Register Management Division (CRMD)	
7. Issued document has incomplete/ incorrect annotation	7. In the event that the document issued to the client has incomplete/ incorrect annotation, a request for Rework will be created. 7.1 Releaser/Care Officer will endorse to the backend unit for creation of transaction for rework and reschedule the date of release. 7.2 Backend units to reprocess the annotation request. 7.3 Client to wait for the Short Messaging Service (SMS) notification on the availability of the document.	Civil Register Management Division (CRMD)	
TOTAL PROCESSING TIME: SEVEN (7) WORKING DAYS			