

Apostille Online Appointment & Verification System



Department of Foreign Affairs
Office of Consular Affairs
Authentication Division



IMPACT OF COVID-19 PANDEMIC TO e-APP

The latest addition to our Apostille System is the Apostille Application and Appointment System (AAAS) which allows applicants to submit their application electronically and select their preferred day, time and location. Under AAAS, only applicants with **CONFIRMED** and **VERIFIED** appointments are allowed to enter the facilities.

The screenshot shows the 'Step 4 of 6: Schedule an Appointment' page. It features a calendar for September 2021. The selected date is September 27, 2021, at 10:00 AM. The selected site is DFA - CCA (ASEANA) at the Aseana Business Park. The page includes a 'Back' button and a 'Confirm' button.

Republic of the Philippines
DEPARTMENT OF FOREIGN AFFAIRS
2000 Romoza Road, Pasay City, Philippines 1300

kulugopasta@yahoo.com September 29 2021 10:00 PM Logout

Step 4 of 6: Schedule an Appointment

Select Available Schedule

September 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

Select Time

☒ 9:00 AM
☐ 9:15 AM
☐ 10:00 AM
☐ 10:15 AM
☐ 11:00 AM
☐ 11:15 AM
☐ 12:00 PM
☐ 12:15 PM
☐ 1:00 PM
☐ 1:15 PM
☐ 2:00 PM
☐ 2:15 PM
☐ 3:00 PM
☐ 3:15 PM

Select Date and Time

Selected Site

DFA - CCA (ASEANA)
ASEANA BUSINESS PARK, 1102, DICCADO
Macapagal Blvd. cor. Bndko Ave., Brgy.
Tender, Parangalan City 1102

Back Confirm

The screenshot shows the 'Step 5 of 6: Generate Appointment Letter' page. It displays a summary of the application, including the application code, date, time, and site. It also shows the processing center, country of destination, and type of document. The page includes a 'Back' button and a 'Generate Appointment' button.

Republic of the Philippines
DEPARTMENT OF FOREIGN AFFAIRS
2000 Romoza Road, Pasay City, Philippines 1300

kulugopasta@yahoo.com September 29 2021 10:00 PM Logout

Step 5 of 6: Generate Appointment Letter

Summary of Application

Please ensure that all the information/data is correct before clicking the GENERATE APPOINTMENT box.
Kindly PRINT and present your Appointment Letter when you visit the selected Consulate Office for the processing of your Apostille.

IMPORTANT REMINDER: Be at the DFA Processing Site at least 1 hour BEFORE your scheduled appointment.

Application Code	Application Date	Application Time	Processing Site
BN1564-2107JF1504-0070	12/01/2021	01:00 PM	DFA - CCA (ASEANA) ASEANA BUSINESS PARK, 1102, DICCADO Macapagal Blvd. cor. Bndko Ave., Brgy. Tender, Parangalan City 1102

Processing Center	Country of Destination	Type of Document to be Apostilled	Total Fees
TRIST AGOST	Aseana Islands (ALA)	(1) Regular HE Clearance	PHP 100.00

Back Generate Appointment



IMPACT OF COVID-19 PANDEMIC TO e-APP

Number of Issued Philippine Apostille	
2019	401,421
2020	236,787
2021*	197,175

**January to September*

The number of Apostille issuances has been greatly impacted by the pandemic as shown in this table.



IMPACT OF COVID-19 PANDEMIC TO e-APP

While the Philippines is still fully developing the e-APP, the implementation of the AAAS and the Apostille Verification System (e-Register) and its integration into our processing and issuance system enabled us to cope with the challenges and difficulties posed by the global pandemic.

Step 4 of 6: Schedule an Appointment

Select Available Schedule

September 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

Select Time

Selected Date and Time

Selected Site

DFA - CCA (ASEANA)
ASEANA BUSINESS PARK, 1/FCS, DISCOWARD
Macapagal Blvd. cor. Bndok Ave., Brgy.
Tender, Parangalan City 1700

Back Confirm

Step 5 of 6: Generate Appointment Letter

Summary of Application

Please ensure that all the information/data is correct before clicking the GENERATE APPOINTMENT box.
Kindly PRINT and present your Appointment Letter when you visit the selected Consulate Office for the processing of your Appointment.

IMPORTANT REMINDER: Be at the DFA Processing Site at least 1 hour BEFORE your scheduled appointment.

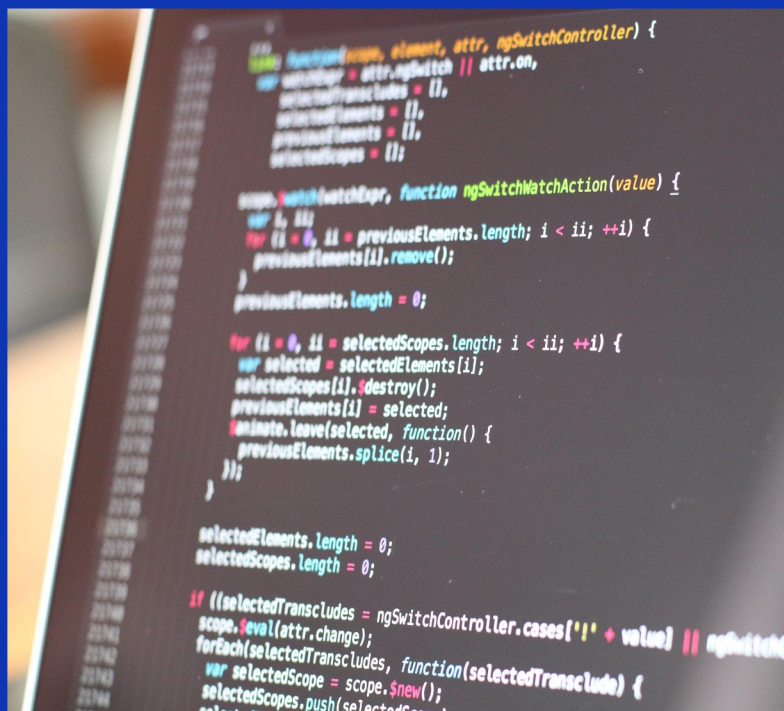
Application Code	Application Date	Application Time	Processing Site
B17648-21070712504-0070	12/01/2021	01:00 PM	DFA - CCA (ASEANA) ASEANA BUSINESS PARK, 1/FCS, DISCOWARD Macapagal Blvd. cor. Bndok Ave., Brgy. Tender, Parangalan City 1700

Payment Owner	TITAT AGOST
Country of Destination	AAAS Islands (AAAS)
Type of Document to be Apostilled	(1) Regular HE Clearance
Total Fees	P140.00

Back Generate Appointment



EXPERIENCE WITH e-GOVERNMENT



We have a long way to go in transitioning to an e-Government platform. A significant number of local government units (cities) and government agencies still do not have the capacity to transition to a digital platform.

But the challenges brought about by the pandemic have pushed many government agencies to adapt and innovate, bringing about a lot of impetus in the digitization of services.



CHALLENGES ON THE ONLINE SERVICES

It is a combination of both internal and external factors. Internally, we have experienced internet connection interruptions which disrupted our operations. To address this problem, we have installed a secondary internet connection to ensure that our operations remain unhampered.

Challenges experienced:	Actions taken:
<ul style="list-style-type: none">▪ Not all users/applicants are tech savvy	Instructional videos in both English and Filipino are available in the appointment and verification website
<ul style="list-style-type: none">▪ There are only limited slots available in compliance with the health protocols	The number of documents to be accommodated is gradually increasing as quarantine restrictions are lifted.
<ul style="list-style-type: none">▪ Internet connection interruption	Installed a secondary internet connection



CHALLENGES ON THE ONLINE SERVICES

Externally, clients experienced difficulty accessing our site due to their weak and unreliable internet connection. A stable and reliable internet infrastructure/connection is extremely vital.

Challenges experienced:	Actions taken:
<ul style="list-style-type: none">▪ Not all users/applicants are tech savvy	Instructional videos in both English and Filipino are available in the appointment and verification website
<ul style="list-style-type: none">▪ There are only limited slots available in compliance with the health protocols	The number of documents to be accommodated is gradually increasing as quarantine restrictions are lifted.
<ul style="list-style-type: none">▪ Internet connection interruption	Installed a secondary internet connection



CHALLENGES ON THE ONLINE SERVICES



There are limited slots available for applicants in compliance with government mandated health protocols.

We are now looking into the integration of e-Payment and e-Courier to overcome the restrictions imposed by in-person appointments.



CHALLENGES ON THE ONLINE SERVICES



Additionally, not all users/applicants are tech savvy. To assist and guide our applicants, we developed instructional videos in both English and Filipino and integrated them in our appointment and verification website.



CITIZENS' RESPONSE TO ONLINE SERVICES

The response has been largely positive. With the integration of the AAAS, lines and waiting times have been greatly reduced.


*Total No. of Appointment System Users	108,702
*Total No. of Generated Appointments	152,972

**February to September 2021*




CITIZENS' RESPONSE TO ONLINE SERVICES


Document verification has also become more convenient with our Apostille Verification System.


 **REPUBLIC OF THE PHILIPPINES**
DEPARTMENT OF FOREIGN AFFAIRS
2330 ROXAS BOULEVARD, PASAY CITY, PHILIPPINES 1300

WELCOME TO
APOSTILLE VERIFICATION SYSTEM

Please enter the **APOSTILLE NO.** and **KEYCODE**.
Afterwards, click **SEARCH**.

 **APOSTILLE NO.**
0000000

 **KEYCODE**
6726662

 **How to verify Apostille?**

BACK **SEARCH**

DEPARTMENT OF FOREIGN AFFAIRS
KAGAWARAN NG UGNAYANG PANLABAS

 **S.N. 20A-0000000**


APOSTILLE
(Convention de La Haye du 5 Octobre 1961)


1. Country: Philippines
This public document

2. has been signed by Juan S. Dela Cruz
3. acting in the capacity of Administrator and Civil Registrar General
4. bears the seal/stamp of National Statistics Office

Certified

5. at Manila
6. the 13th day of June 2019
7. by MARIA D. SANTOS
8. No. 20A-0000000
9. Seal/Stamp:

10. Signature: 
Authentication Officer

 **Annexed document(s) is/are:**
Birth Certificate
JEAN RANCE FLORES
*****NOTHING FOLLOWS*****

KEYCODE: 67266621
To view/verify the entire
certificate, please log in to:
www.dfa.gov.ph/verify-apostille

This Apostille only certifies the authenticity of the signature and the capacity of the person who has signed the public document, and, where appropriate, the identity of the seal or stamp which the public document bears.
This Apostille does not certify the content of the document for which it was issued.
This certificate does not constitute an Apostille under the Hague Convention of 5 October 1961 when it is presented in a country which is not a Party to the Convention or with which the Convention is not in force as a result of an objection. In such cases, the certificate should be presented to the consular section of the mission representing that country.



FUTURE PLANS OF PH IN IMPLEMENTING e-APP



Our aim is to implement the e-APP in the first quarter of 2022.

We plan to tighten the process by which data is transmitted from one government agency into our e-APP as well as provide flexibility and convenience to the growing number of clients in need of our services.



Department of Foreign Affairs
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Authentication Division



THANK YOU!



Maraming Salamat Po!

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Authentication Division
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