

**Employee Clearance Checklist**

**Important Note:** Global access controls will be applied within 12-24 hours from logging of separation in MyExit. Ensure that you’re able to complete required activities on sites/access that will be affected.

Refer to **Leavers InfoSec FAQ** document under the attachment section for further details.

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| **30-15 Days Before Last Day at Work** | | | |
| **Focus** | **Who to contact** | **Item** | **Details** |
| Project | Project Manager | **Transition Plan and Roll Off Checklist** | Coordinate with your Project Manager to define a transition plan, timelines, and Roll Off tasks    Review your [Workday](https://workday.accenture.com/) Inbox for any pending actions you might have. If you have a security role in Workday, discuss with your manager whether the security role should be reassigned immediately or if you should set-up a delegation to ensure proper coverage of your responsibilities.  If you have a people lead role, please discuss with your manager and re-assign your currently assigned individuals to a [new people lead in Workday](https://connectedlearning.accenture.com/learningboard/863722-workday-for-accenture-people-lead) |
| **Celebrating Performance Points** | **For Budget Holders:** Ensure that current budget balance is fully utilized prior your last day at work by transferring it to other. Objectives Reviewer and/or allocating Celebrating performance budget to commendable team members. Coordinate with your direct Supervisor to whom you will transfer the points. Please send a screenshot that shows the transaction of the transfer and balance after utilization to your Project Manager. **For Points Holders:** Redeem your rewards prior last day at work otherwise it will be forfeited. |
| **Performance Feedback/ Competency**  **Assessments** | **For Career Counselors,** complete and submit performance related documentation for direct reports and/or pending CAMs reviews if applicable. |
| **Career Counselees** | **For Career Counselors,** ensure your counselees are aware of your departure and help them identify a replacement counselor |
| **Performance Achievement - StrengthsFinder** | If you took **Gallup’s Clifton StrengthsFinder**, the results are yours to keep and we hope you find them valuable in your new role!    You have until your last day of employment with Accenture to either print or download and send your reports to your personal email account. If you do not have your results, click here to log in to Gallup Online using your active Accenture Enterprise ID and password to download your Strengths Reports. After your last day of employment, we will remove your report from our systems in line with our internal policies.   Gallup may retain your report for longer, as you also have the option of setting up a profile with Gallup to access your report via your personal email address. Please contact Gallup Client Support at [strengthscenter@gallup.com](mailto:strengthscenter@gallup.com) for more details on how to access your Strengths report on Gallup’s Strengths Center site after your last day of employment.  You have the right to request to permanently remove your results from Gallup’s database. If you would like your results removed, send an email to [Privacy\_Administrator@Gallup.com](mailto:Privacy_Administrator@Gallup.com) |
| Training | **myLearning - Contact Learning Support** <https://mylearning.accenture.com/mylearningui/learner/traininghistory> | myLearning - Transcript | Please remember to print your transcript of learning BEFORE your last day as this may no longer be retrieved after your last day of work. |
| Financials | [Manila.OC.FS.AMEX@accenture.com](mailto:Manila.OC.FS.AMEX@accenture.com) | **American Express Corporate Card** | Before your Separation Effective Date (SED), please accomplish the following:  1. Print your final statement  2. Pay your final balance to Amex Corporate Cards immediately  3. Retain proof of payment and destroy your card    **Be advised that effective after your SED, any unsettled balance will be deducted from your Final Pay** **plus the late payment fee and/or penalties and interest that will be incurred due to late payment following Accenture’s payment timeline.**  Note that your account will be deactivated immediately after SED. Payments made after your SED may not be recorded in our system, thus, resulting to a deduction in the Final Pay. In which case, you may personally and directly request for refund with the bank. |
| **Active employee:** Please log an SR ticket to <https://support.accenture.com/support_portal>  **Separated employee:** Please send an email to [ABS.HR.DCR@accenture.com](mailto:ABS.HR.DCR@accenture.com) | **Housing and Car Loans/ Leases** | Settle any remaining balance of your loans/lease prior to effective date of separation, e.g. Flexi loan, Car Lease, or convert to a personal loan.Employee to log on to Accenture Support for queries or additional instructions.   If employee has already rendered his/her Last day and has no longer access to Accenture Support, send an email to [ABS.HR.DCR@accenture.com](mailto:ABS.HR.DCR@accenture.com)  *Important Note: Your outstanding balance cannot be deducted from your final pay.* |
| [ExitManagementQuery@accenture.com](mailto:ExitManagementQuery@accenture.com) | **Commitment/Retention/Signing, Relocation Bonuses** | Settle your accountabilities on bonuses at any of Accenture Cashier. **Send a scanned copy of your Acknowledgment receipt to** [**ExitManagementQuery@accenture.com**](mailto:ExitManagementQuery@accenture.com)   If you are unsure whether you have an active bond, please send an inquiry to ExitManagementQuery@accenture.com. |
| Visa and Immigration | For any inquiries related to Mobility Exit Clearance  Send an email to [Mobility.Compliance@accenture.com](mailto:Mobility.Compliance@accenture.com)  Subject: Mobility Exit Clearance\_<eid> | **US Work Visa** | Send a scanned copy of passport and the company sponsored US visa IF still on US assignment. This is required for US embassy notification. |
| **Visa Downgrading and Work Permit cancellation for foreign national hires holding Philippine visa and work permit** | **End to end processing lead time for visa downgrading and work permit cancellation takes approximately 6 weeks.** This means appropriate lead time must be given for the cancellation process before the end date of employment and scheduled departure from the Philippines. Once the cancellation of visa has been approved, the foreign national employee (and qualified accompanying dependent/s) will be given 15 days to remain in the Philippines counted from the last day of employment with Accenture (e.g., if employment/assignment ends on Sep 3rd, the foreign national will be allowed to stay in the Philippines until Sep 18th).  You will be endorsed to an immigration vendor who will provide you with the requirements, processing steps and timeline.  You are required to personally appear at the Bureau of Immigration for fingerprinting. Fingerprinting schedule will be determined once your downgrading order has been released. |
| **Alien Employment Permit** | Alien Employment Permit card will be collected by the immigration vendor during the downgrading process. |
| **General** | Employee Connect Specialist | **Exit Interview** | The Employee Connect Specialist will contact the employee for his/her exit interview. The interviewer will vary according to workforce and level. |
| **Active employee:**   Check clearance status in MyExit Leaver Dashboard <https://ssautomation.accenture.com/skyoneph/>  **Separated Employee:** Check clearance status using an OTP <https://ssautomation.accenture.com/skyoneph/> | **Separation Request and Clearance Status** | Employee to check status of My Clearance Summary in MyExit for most recent clearance updates. Settle all pending items on or before your last day at work.   If employee has already rendered his/her Last day and has no longer access to Accenture Support, send an email to [ExitManagementquery@accenture.com](mailto:ExitManagementquery@accenture.com) |
| **Active employee:**   Check clearance status in MyExit Leaver Dashboard <https://ssautomation.accenture.com/skyoneph/>  **Separated Employee:** Please send an email to [ExitManagementquery@accenture.com](mailto:ExitManagementquery@accenture.com) | **Contact Details and Payroll Bank account** | Update email address and contact number indicated in myExit. Keep both contact details active, especially the email address, as all updates will be sent through this channel.  Keep your payroll account active until all payouts are received.  Please ensure that your payroll bank account name, address, marital status, and other important details match your employee record with Accenture, especially if you have recent updates in any of these fields (example: change in last name, and status due to marriage). Discrepancies will result to a delay in the crediting of your final pay and/or SPF Benefit. |
| Benefits - HMO | <https://support.accenture.com/support_portal/>  Please log an SR Ticket | **Request for transfer of HMO dependents to another Accenture employee** | Should you have current dependents that you wish to transfer to another Accenture employee:  1) Please log on to https://pdcbenefits.accenture.com/#emphmo, process steps can be found thru the HELP page.  2) Log an SR ticket via Accenture Support indicating the request for transfer.    **REQUIRED DOCUMENTS:** •        Letter addressed to Maxicare signed by the resigning employee and accepting active Accenture employee (new principal member).  •        In case of skipping hierarchy - Supporting documents (valid reason for the non-enrollment of certain dependents). Transfer request without supporting documents will not be processed.   *Note: Required documents should be received by Benefits Admin team at least 15 days prior to resignation.* |
| Physical Assets | [ISA.Philippines.Clearance.Team@accenture.com](mailto:ISA.Philippines.Clearance.Team@accenture.com) | IT-related accountabilities of leavers are, but not limited to the following:   * Laptop * Laptop Security Cable * Laptop Power Adaptor * External Speakers * Desktop * Monitors * Server * Switch | 1. Complete the attestation process (download template in [Collections - ISA Philippines Exit Clearance - Procedures & Processes](https://collections.accenture.com/collection.aspx?b=8e112a59-e49a-ec11-b134-0a0b3d281f9d))    1. Print and accomplish the attestation form with your full name and signature and    2. Upload file in MyExit Leaver dashboard under “Attestation “and submit a digital copy to ISA.Philippines.Clearance.Team@accenture.com 2. IT Asset Return Options:   Please refer to ISA Asset Return Option document for the detailed guidelines. (Under attachment section)   * 1. **DROP OFF AT ACCENTURE OFFICE:** * Make sure that a Return a PC ticket was logged before surrendering the asset/s. * Follow the RTV/RTO guidelines when returning the asset in the office.   1. **Assets Left in the office/Returned directly to Project**: * Log a Service Now Ticket “Transfer of accountability or Return a PC”  1. Transfer of Accountability (TOA) – log TOA ticket if machine has new user. The new assignee or target user needs to acknowledge the Accountability form to complete and reflect the changes. 2. Return a PC – log return ticket if machine is for return to ISA.  * Desktop (Monitor and CPU) - ensure to provide the correct cube location to facilitate the pullout * Laptop – advise the project to return the asset directly to ISA   1. **Project Owned Assets**: (Promate Powerstation, Yubikey, Headset and peripherals) - For project owned assets, this should be returned directly to the project.   Please visit [Collections - ISA Philippines Exit Clearance - Procedures & Processes](https://collections.accenture.com/collection.aspx?b=8e112a59-e49a-ec11-b134-0a0b3d281f9d) for further details. |
| Subscriptions | [ISA.Philippines.Clearance.Team@accenture.com](mailto:ISA.Philippines.Clearance.Team@accenture.com) | Log a ticket in Accenture Support Site   * Mobile Support Phone * Fiber * Pocket Wi-Fi | **MOBILE SUPPORT PHONE:**  Log a ticket using ServiceNow. Type of request will be project discretion.  Transfer of accountability  Handover of Physical device to the new owner should be arranged by the project  Termination  If w/in contract period:  Pre – Termination Fee is chargeable to your SAP Number/last pay, WBS is needed only for reclassification of charges.  **POCKET WI-FI:**  Log the request via Sharepoint site. Type of request will be project discretion and ensure approval is secured from your Project Manager.  Transfer of accountability  Handover of Physical device to the new owner should be arranged by the project  Termination  If w/in contract period:  Pre – Termination Fee is chargeable to your SAP Number/last pay, WBS is needed only for reclassification of charges.  **FIBER:**  Termination is the Only option for those Leavers with DSL Fiber Accountability. Transfer of Corporate fiber line to personal is not allowed since there are difference between the corporate offering and consumer lines.  Log a Termination ticket using ServiceNow  If the account still within contract it has a corresponding Pre termination fee.  There are options in terms of who will be shouldering the pre-termination cost as it is project’s decision  Full pre-termination fee will be charged to the leaver  Full pre-termination fee will be shouldered by the project. This will require Project WBS.  The pre-termination fee can be split between the leaver and the project. This will require Project WBS.  Please refer to detailed Guidelines in document under Attachment section for further details. |

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| **15 - 1 Day(s) Before Last Day at Work** | | | |
| **Focus** | **Who to contact** | **Item** | **Details** |
| Physical Assets | [ISA.Philippines.Clearance.Team@accenture.com](mailto:ISA.Philippines.Clearance.Team@accenture.com) | IT-related accountabilities of leavers are, but not limited to the following:   * Laptop * Laptop Security Cable * Laptop Power Adaptor * External Speakers * Desktop * Monitors * Server * Switch | Initiate an asset return ticket ASAP if you were not able to do so (Please refer Physical assets guideline above)  Note: logging a ticket is a mandatory requirement for your asset return. No ticket might cause delay on your clearance. |
| Subscriptions | [ISA.Philippines.Clearance.Team@accenture.com](mailto:ISA.Philippines.Clearance.Team@accenture.com) | Log a ticket in Accenture Support Site   * Mobile Support Phone * Fiber * Pocket Wi-Fi | Initiate a ticket if you were not able to do so (Please refer Subscriptions guideline above)  Note: logging a ticket is a mandatory requirement. No ticket might cause delay on your clearance. |
| Financials | Project Manager | **Speaker/Internet Stick** | (Please follow the current roll-off protocol issued by your project considering the community quarantine)  **BAU**  Headset/Speaker:  •        Surrender headset and/or speaker to Project Manager.  •        Non-return of Laptops and accessories (Iron key, phone/Internet stick) will mean deduction for these items from your final pay. Late return will not be accepted anymore, and deduction will not be reversed.  •        Ensure that asset accountability is updated in your project's Asset Register. |
| Financials | [Philippines.Costsheet@accenture.com](mailto:Philippines.Costsheet@accenture.com) | **Auth Code Deactivation/ Settlement of Bill** | ISA shall pre-terminate your Authorization Code and generate to-date report of unprocessed calls 2 weeks prior. please identify business calls in myCalls website. You will be cleared once identified business calls are approved by your Manager via myCalls website. As stated in the waiver signed during the request of the Auth Code, unprocessed/unmarked calls shall be charged to your personal account.    For Non-Authcode user: You will be cleared in MYEXIT once confirmation is received from Manila ISA Voice Team. |
| <https://employeehubph.accenture.com/#/home> | Print most recent pay slips | You may print copy of your most recent pay slips from Philippine Employee Self-Service Hub (PESSH). This is just for your personal copy, no action needed if you don’t want a copy of your pay slip. |
| <https://employeehub-ph.accenture.com/#/myspf>  **Separated employee:** Please send an email to [ABS.HR.DCR@accenture.com](mailto:ABS.HR.DCR@accenture.com) | **SPF** | Employee can access the SPF site to check if they have voluntary contribution. Employee to log in to SPF site (see link below) if you are an SPF Voluntary Contributor. <https://employeehubph.accenture.com/#/myspf>  Save or print a copy of your firm and/or voluntary contributions prior departure for your reference.  If employee has already rendered his/her Last day and no longer has access to Accenture Support, please send an email to [ABS.HR.DCR@accenture.com](mailto:ABS.HR.DCR@accenture.com) for your SPF Contributions inquiries. |
|  | [PhilsDC.LastPay@accenture.com](mailto:PhilsDC.LastPay@accenture.com) | **ESPP (Employee Share Purchase Plan)** | 1. If NOT Enrolled - No action is required 2. If Enrolled - a. Log on to myHoldings -> <https://myholdings.accenture.com/Main/Default.aspx>  b. Execute Withdrawal To withdraw from the program, select the ESPP program status link in the Purchase Program box (located under the Holdings Dashboard link). From here you will be taken to the ESPP Details tab, where you can select Withdraw. You will see a confirmation message next to the button when the withdraw election is complete. If you withdraw, contributions cease and the contributions you have made since the beginning of the offering period will be refunded through your regular pay which may take more than one pay period or via final pay.  **Important Note:** You will continue to have access to [myHoldings](https://myholdings.accenture.com/) website following departure, so you can monitor any current equity holdings and future releases. You will need to have a current enterprise ID and password. The password will continue to expire every 70 days; to make it easier to re-set it, you can set up a [“self-service” validation](https://federation-sts.accenture.com/former/mgmt/password/reset.aspx) |
| **Local Share Plan Equities** | Log in to <https://pdcbenefits.accenture.com>  If you have voluntary contributions, you can opt to withdraw prior to May and November. However, if your Last Day in Accenture falls after cut-off, this will be included in your last pay. Note that income from voluntary contributions is taxable while firm contributions is also taxable unless retirement guidelines are applicable. |
| Benefits - Maternity | **Active employee:** Please log an SR ticket to <https://support.accenture.com/support_portal>  **Separated employee:** Please send an email to [ExitManagementQuery@accenture.com](mailto:ExitManagementQuery@accenture.com) | Final Reminder to submit Maternity Reimbursement documents | Submit all required SSS Maternity reimbursement documents prior to effective date of separation to avoid deduction in your Final Pay.   1. For Live birth/Miscarriage - Before SED 2. If the date of childbirth/miscarriage/emergency termination of pregnancy occurs within fifteen (15) calendar days from the separation effective date (SED), you may be eligible to file for Maternity Claim. The separated employee needs to submit all the required Maternity Reimbursement documents to Accenture HR Benefits team to process the SSS reimbursement and release of Maternity benefit via Final Pay re-computation.   If employee has already submitted all requirements and has no longer access to Accenture Support, send an email to [ExitManagementQuery@accenture.com](mailto:ExitManagementQuery@accenture.com) |
| Benefits – Sickness Claim | **Active employee:** Please log an SR ticket to <https://support.accenture.com/support_portal>  **Separated employee:** Please send an email to [ExitManagementQuery@accenture.com](mailto:ExitManagementQuery@accenture.com) | Final Reminder to submit Sickness Reimbursement documents | 1.If you received the SSS Sickness advance payment via regular payroll prior your SED and you have not submitted the signed SSS Sickness Reimbursement form to HR Benefits team- please submit all required SSS Sickness reimbursement documents prior to effective date of separation to avoid deduction in your Final Pay.   1. Physical copy of duly signed SSS reimbursement form (for each claim ID request)   2. If you submitted a request and complete requirements for the approval of SSS Sickness claim to HR Benefits team prior your SED and status of request is Pending SSS approval- HR Benefits team will reach out separately through your personal email to give update on the status of claim including payout of the SSS Sickness claim if approved by SSS. All documents that had been forwarded to SSS for approval would have to be reviewed by SSS; pull out of documents from SSS is not permitted.  If employee has already submitted all requirements and has no longer access to Accenture Support, send an email to [ExitManagementQuery@accenture.com](mailto:ExitManagementQuery@accenture.com) |
| Reminders | Check clearance status in MyExit Leaver Dashboard [-| My Exit : Philippines (accenture.com)](https://myexit.accenture.com/) | **Check Clearance Status** | **Employee** to check status of clearance in MyExit Dashboard and settle all pending items on or before your last day at work. If employee has already rendered his/her Last day and has no longer access to Accenture Support, send an email to ExitManagementQuery@accenture.com   Important Note:  Unsettled accountabilities may result to deduction from your last pay or on some cases cause delay to the release of your last pay. |

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| **Last Day at Work** | | | |
| **Focus** | **Who to contact** | **Item** | **Details** |
| Time and Expense | T&E Team | Submit Last Time Report through myTE. Send Hard Copy of Receipted Expenses and required documents to support the reimbursement. Ensure submitted Last T&E report is approved by Project Manager/Supervisor | Employee must designate backup approver, complete Time Report and send for approval in myTE this should be submitted with all relevant receipted expenses and supporting documents and route to AEE T&E at 19.25D CG2  Important: Any other claims not included in the Last Time Report submitted will not be processed. Request for Prior period adjustments after submission of the Last Time Report shall NOT be accepted.  After submitting your time report, please send your approver and backup approver a reminder email to approve your final time report to ensure timely processing of your final pay.  Important Note: Failure to complete your MyTE report will cause undeclared days to be tagged as Unpaid Leave |
| Project Approvals | Approvals | Remind Project Manager that it is your last day and they need to review/approve time report and any remaining accountabilities pending approval | T&E Submission, Authcode Cost Sheet, Physical Transfer of Accountability |
| Visa and Immigration | For inquiries related to Mobility Exit Clearance, • Send an email to [PM.Compliance@accenture.com](mailto:PM.Compliance@accenture.com) • Subject: PM Exit Clearance\_<eid> | Alien Employment Permit | Surrender your AEP card and visa downgrading requirements (as applicable) to People Mobility or Immigration Vendor, if it hasn’t been done yet. |
| Physical Assets | [ISA.Philippines.Clearance.Team@accent ure.com (ISA owned assets)](mailto:ISA.Philippines.Clearance.Team@accenture.com) | IT-related accountabilities of leavers are, but not limited to the following:   * Laptop * Laptop Security Cable * Laptop Power Adaptor * External Speakers * Desktop * Monitors * Server   Switch | Ensure to return assigned assets based on ISA Asset Return Options.  \*Initiate an asset return ticket ASAP if you were not able to do so (Please refer Physical assets - IT Assets guideline above)  **Non-return of IT Assets will result to an automatic deduction of the asset total amount in final pay. Late return will not be accepted, and deduction will not be reversed.**  **DROP OFF AT ACCENTURE OFFICE:**   * Make sure that a Return a PC ticket was logged before surrendering the asset/s. * Follow the RTV/RTO guidelines when returning the asset in the office. |
| Project Manager | Headset/ Speaker \*\*other project-owned assets | (Please follow the current roll-off protocol issued by your project in light of the community quarantine)  **BAU**  Headset/Speaker & other project-owned assets:   * Surrender headset and/or speaker to Project Manager. * Ensure that asset accountability is updated in your project's Asset Register. * Non-return of these assets will mean deduction for these items from your final pay. * Late return will not be accepted anymore, and deduction will not be reversed. |
| AWS \*\*Please proceed to the nearest AWS office designated in your area. | Access badge Company ID | Drop your Access Badge to any of our AWS office located in our buildings. You may also drop it at Park and Go Expresslane at Accenture Cybergate Tower 1, Mandaluyong City  *Note: In the event that you fail to surrender your ID and access badge, a provisional ‘clearance’ will be given. Your clearance status will be set to ‘not-cleared’ until you return the assets.* |
| General | AWS \*\*Please proceed to the nearest AWS office designated in your area. | Mobile Device Management  Intune un-enrollment | Using a computer, go to Intune Manage Portal  <https://portal.manage.microsoft.com> and remove your enrolled mobile device under “My Devices” |
|  | Employee Records | Employee Records | Print a copy of your most recent pay slips, SSS, Philhealth and Pag-IBIG Contributions & your most recent BIR 2316 via <https://employeehub-ph.accenture.com/#/home>  Your Exit Packet documents (COE, BIR 2316, Final Payslip, etc.) will be available and downloadable in MyExit Dashboard 10 days after the release of your Final Pay.  Note: If your Final Pay turns out to be negative, your Simulated Payslip with details of deduction will be uploaded in your MyExit Dashboard subject for your confirmation. Note that after 10 calendar days, Exit Management team will finalize the records and process your final pay with the available data. |

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| **Attachments** | |
|  | MyExit Leaver Dashboard Guide |
|  | Quick Reference Guide for access control applied to leaving employees |

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| **Frequently Asked Questions** | |
| **Q:** | **How will employees submit their resignation during the community quarantine period?** |
| A: | A digital \*resignation letter (RL) should be sent to ExitManagementQuery [ExitManagementQuery@accenture.com](mailto:ExitManagementQuery@accenture.com)  \* Resignation Letter must be signed with a digital signature or at least traceable as tendered by the employee him/herself. |
| **Q:** | **How will employees return their ID and access badge?** |
| A: | Drop your Access Badge to any of our AWS office located in our buildings. You may also drop it at Park and Go Expresslane at Accenture Cybergate Tower 1, Mandaluyong City  *Note: In the event that you fail to surrender your ID and access badge, a provisional ‘clearance’ will be given. Your clearance status will be set to ‘not-cleared’ until you return the assets.* |
| **Q:** | **How will employees surrender company related assets to ISA?** |
| A: | 1. Complete the attestation process (template can be found in attachment section)    1. Print and accomplish the attestation form with your full name and signature and    2. Upload file in MyExit Leaver dashboard under “Attestation “and submit a digital copy to ISA.Philippines.Clearance.Team@accenture.com 2. IT Asset Return Options:   Please refer to ISA Asset Return Option document for the detailed guidelines. (Under attachment section)   * 1. **DROP OFF AT ACCENTURE OFFICE:** * Make sure that a Return a PC ticket was logged before surrendering the asset/s. * Follow the RTV/RTO guidelines when returning the asset in the office.   1. **Assets Left in the office/Returned directly to Project**: * Log a Service Now Ticket “Transfer of accountability or Return a PC”  1. Transfer of Accountability (TOA) – log TOA ticket if machine has new user. The new assignee or target user needs to acknowledge the Accountability form to complete and reflect the changes. 2. Return a PC – log return ticket if machine is for return to ISA.  * Desktop (Monitor and CPU) - ensure to provide the correct cube location to facilitate the pullout * Laptop – advise the project to return the asset directly to ISA   1. **Project Owned Assets**: (Promate Powerstation, Yubikey, Headset and peripherals) - For project owned assets, this should be returned directly to the project.   Please visit [Collections - ISA Philippines Exit Clearance - Procedures & Processes](https://collections.accenture.com/collection.aspx?b=8e112a59-e49a-ec11-b134-0a0b3d281f9d) for further details. |
| **Q:** | **How do employees settle their outstanding balance?** |
| A: | You may settle your outstanding balance by following the instructions that will be sent to your designated email address. The email will be from Accenture Support [accenture-support@accenturesupport.accenture.com](mailto:accenture-support@accenturesupport.accenture.com).  After which, Separation Documents will be provided within five (5) business days.  Should you have any clarifications regarding your outstanding balance, please contact us thru:  E-mail: [ExitManagementQuery@accenture.com](mailto:ExitManagementQuery@accenture.com)  Subject Header: For the Account of <Last Name, First Name Middle Initial> |
| **Q:** | **When can I expect the release of my Final Pay?** |
| A: | Our organization’s ability to release employees Final Pay is dependent to your clearance completion. Please visit your MyExit dashboard to check the status of your clearance.  Note that early logging of Separation request in MyExit helps Functional Teams to work on your clearance as early as possible.   |  |  |  |  | | --- | --- | --- | --- | | **Accenture** | | | | | **Clearance Completion (Day of the month)** | **Final Pay Release** | **SPF Release** | **E.G.** | | 1-12 | **30th** day of the **month** of clearance completion | **8th** day of **succeeding month** after clearance completion | Clearance completion: July 10 DLW Submission: July 16 **Final Pay Credited to Employees Account:** July 30 SPF Credited to Employees Account: August 8 | | 13-28 | **15th** day of **succeeding month** after clearance completion | **23rd** day of **succeeding month** after clearance completion | Clearance completion: July 15 DLW Submission: August 1 **Final Pay Credited to Employees Account:** August 15 SPF Credited to Employees Account: August 23 | | 29-31 | **30th** day of the **succeeding** month after clearance completion | **8th** day of the **month after next** of clearance completion | Clearance completion: July 30 DLW Submission: August 16 **Final Pay Credited to Employees Account:** August 30 SPF Credited to Employees Account: September 8 | |
| **Q:** | **What happens to my access to Accenture systems and data as I get ready to leave the company?** |
| A: | * We carefully manage your access to ensure we uphold data security practices that are important our clients and our business overall * Controls will be applied to your account that will limit your access to sites containing Accenture’s and its client´s proprietary information and will prevent the download of information to personal devices or accounts. This will be applied within 12-24 hours from logging of separation in MyExit * You will still be able to access most Accenture tools and applications from your Accenture-managed or authorized device   Please refer to **Leavers InfoSec FAQs** under Attachments section for further details |