



# EXIT ORIENTATION





## Login Procedure



Step 1: Go to talent page over below link:  
<https://talent.capgemini.com/in>

Step 2: Under Access all - click on work zone then go to self service – IND then click on Employee self service

Step 3: Under HR portal-> click on ECMS page then you will be able to view the page as shown below

Step 4: Do Validate / Update your personal email Id & Contact details as the same is used in future

The Exit Clearance Management System is an online system that helps facilitate associated entities with automated web based process for handling resignations, termination and transfer clearances with appropriate approval processes, and issuing relieving and experience letters to employees.

The system is designed to enable the following processes:

- Different types of separations - Resignation/Termination/Contractors Release/Permanent Transfers/Retirement
- Application for Resignation (applicable only for Employee Resignation type of separation)
- Contact BUHR/HRSS Team for more information on early release and resignation
- HRSS confirmation on separation trigger departments clearances
- Filling Feedback Form (applicable only for Employee Resignation type of separation)
- Exit Clearance by different Functions and auto-generated intimations
- Clearance Process follow up will be employees' responsibility
- Calculation of Final Dues by Finance
- Exit Interview by BUHRs/HR
- Experience and Relieving Letter on last working date will be sent on your personal email id post all stakeholder and financial dues clearance.
- For Insurance related issues/Questions Please Contact, Insurance-IN, Employee Insurance- [employeeinsurance.in@capgemini.com](mailto:employeeinsurance.in@capgemini.com)
- For ESOP related issues/Questions Please Contact ESOP-IN, ESOPIndia- [esopindia.in@capgemini.com](mailto:esopindia.in@capgemini.com)

For further help on Exit Clearance Management System usage please go through [ECMS User Manual](#)

\*ECMS can also be accessed through: <https://ecms.fs.capgemini.com/>



**Validate and update your personal information**

### My Information Form

\*Address for Communication  
(After Last working Date):

XXXX  
VVVV

Landline Number:

+91

Please enter Landline or Mobile Number (Format:  
Country Code – Area Code – Telephone Number)

\* Mobile Number:

Please enter Mobile Number (Format: Country  
Code – Mobile Number)

Special Number

Secondary Contact Number:

\*Personal Email Address:

XXXX@GMAIL.COM

Send OTP

Note: Kindly add correct personal email id and contact details, as this will be considered for future correspondence.

Submit

Reset

Cancel



## Clearances

Sequence	List of Clearances	Clearance Completion Scope
1	Asset Management	IT Asset Clearance will be provided upon receiving the IT Asset.
2	EIS/HR	This will be auto approved 2 days prior to your LWD. In case of early release, clearance will be provided on LWD with the due amount against shortfall days if applicable.
3	People Manager	People manager clearance will be done by the respective people manager on or before your LWD
4	Finance Clearance	Finance clearance will be provided 7 days prior your LWD
5	ICRES Chair Recovery	<ul style="list-style-type: none"><li>• Clearance will be provided on the LWD upon receiving ID/Access card card.</li><li>• Employees who are not having company provided chair it will get auto cleared. If chair has been provided from the company, clearance will be provided by HRSS SPOC with recovery. In case of recovery, employee needs to settle the dues.</li></ul>
6	Amex Card	<ul style="list-style-type: none"><li>• Employees who are not having Amex card( less than grade D) will get auto clearance.</li><li>• For the Employees who are having Amex card, clearance will be provided by Amex team based on outstanding amount.</li></ul>
7	Learning and Development	This clearance will get auto cleared 45 days prior to the LWD. If employee is having recovery, due amount will be updated in the ECMS against L&D department. Service agreement is also part of L&D dues for applicable employees.
8	People Process /HR	This clearance will get auto cleared 2 days prior to your LWD subjected to time helpdesk clearances. In case, if the clearance is pending on your LWD, it will get auto cleared.
9	Car Lease	<ul style="list-style-type: none"><li>• Employees who are not having company provided car will get auto clearance.</li><li>• If car has been provided/taken from the company clearance will be provided by HRSS SPOC post checking recovery status. In case of recovery, it will not be adjusted against F&amp;F.</li></ul>
10	Time Helpdesk	This clearance will get updated on your LWD if all your Timesheets are approved.
11	Mobility	Employees who are not having valid visa or work permit, clearances will get auto approved. In case of any valid visa , Mobility SPOC will connect and complete clearances.



## Asset Management Clearance

IT Asset Clearance will be provided only post submission of assets. Assets can be submitted in the base location or the nearest DTA locations if you are not located at your Base location.(details in the next slide)

Transfer of asset (desktop/laptop) is not allowed, and recovery will be applied if the asset is in damaged condition

### **To raise PC /laptop Surrender request:**

Once you raise resignation in ECMS, your surrender ticket will be created automatically for office drop 3 days prior to last working day.

For early submission, if the RITM number is not triggered 3 days before LWD, employees may manually raise the surrender request through the Service Central with the below path.

**<https://sservicecentral.capgemini.com> -> Order or Request -> PC Surrender**

Note:

Please visit Capgemini office between 8:30 to 18:00 from Monday – Friday  
Clearance will be provided within 24-48hrs post submission.

- **Helpdesk contact number:** Email: [ithelp.global@capgemini.com](mailto:ithelp.global@capgemini.com)

Phone (internal): [484357](tel:484357); Phone (external):[+91 226 755 7744](tel:+912267557744)

### **To know tagged Asset & Asset Allocated location details:**

Please login into below URL, please surrender accordingly:

**[https://servicecentral.capgemini.com/myassets\\_home.do?sysparm\\_view=MyCompanyAssets](https://servicecentral.capgemini.com/myassets_home.do?sysparm_view=MyCompanyAssets)**

For any asset related queries, send an email to asset SPOC's mentioned in ECMS contact list.





## Asset Submission Locations[DTA Units]

Unit Details	Address
<b>EPIP Campus Non STPI Unit, Bengaluru</b>	Ground Floor, Plot Nos. 158-162P and 165P-170P, Sy.No. 7,8,20,22 &23, EPIP Industrial Area, Kundalahalli Village, Whitefield, Bengaluru-560066.
<b>JSS Business Park, Bhubaneshwar</b>	E11/1 ana E11/2, JSS SOFTWARE TECHNOLOGY PARK, Chandrasekharpur, Infocity Campus, Khordha, Odisha, 751024
<b>Prestige Cyber Tower, Chennai</b>	8th and 9th Floor, Prestige Cyber Tower, 117, Old Mahabalipuram Road, RoadKarapakkam, Tambaram, Kancheepuram, Rajiv Gandhi Salai, Chennai - 600 097
<b>Aricent Hanudev Infopark, Coimbatore</b>	'C' Block, 7th Floor, Hanudev Infopark Pvt. Ltd. 558/2, Udaiyampalayam Road, Nava India, Coimbatore - 641028
<b>Fintech One Block 53, Gandhinagar</b>	12th and 13th floor, Block No. 53, Fintech Bldg. No. 53C, Road No. 52, Zone 5, Village Ratanpur, Palaj, Gandhinagar, Gujarat, 382355
<b>5th Floor , Enkay Centre, NH 8, Gurgaon</b>	NH 8, Udyog Vihar Phase V, Plot no A, Vanijya Nikunj, Enkay Centre, 5th floor, Gurgaon, Gurugram, Gurugram, Haryana, 122016.
<b>Gachibowli Campus - Non STPI Unit , Hyderabad</b>	SB1 2nd floor, IT Park, Plot No 115/32 and 35, Nanakramguda, Gachibowli, Rangareddy, Telangana - 500032
<b>Capgemini Technopolis, Kolkata</b>	Awfis Space Solutions, Technopolis, 11th Floor, BP Block, Sector V, Bidhannagar, Kolkata, West Bengal 700091.
<b>Godrej &amp; Boyce- Non STPI Unit,Mumbai</b>	Mumbai-4 Plant 5, Godrej & Boyce manufacturing Limited, Pirojshanagar, LBS Marg, Godrej Gate No-2, near vikhroli bus depo, Vikhroli (West), Mumbai- 400079
<b>KB Noida Sec 62,Noida</b>	7th floor, Tower A - Knowledge Boulevard, Sector 62, Noida – UP 201309
<b>Pune Talawade Non STPI Unit,Pune</b>	Ground Floor, Plot No. A-1, Technology Park, MIDC, Talawade, Pune. Maharashtra - Pune 411062.
<b>PT Towers, 3 Roads, Main Rd,Salem</b>	41/52, PT Towers, Ground to 3rd floors, 3 Roads, Suramangalam Road, South Lane, Salem, Tamil Nadu, 636009.
<b>VRN Centre, Trichy</b>	2nd, 3rd and Terrace Floor, VRN Centre, 37 Bishop Road, Puthur, Trichy, Tiruchirappalli, Tamil Nadu, 620017



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## Finance – Forex Clearance

Please connect with Finance SPOC 7 days prior to your last working day

### **Forex:**

If you have any Onsite travel you need to get in touch with forex team to verify your record by providing them your relevant documents like

- LOA
- Per Diem Annexure Form
- Passport Immigration along with stamps having your travel period mentioned in it or else Project Manager's e-mail approval

**Please get your record verified with forex team in case you have claimed Travel Kit Allowance or Relocation Cost.**

The same is not applicable for employees on Transfer.



## Finance- Payroll clearance

### Important Points to Remember:

- **Clearance**

- Ensure that all the other teams have given their clearance.
- Any delay in clearance by other teams, will have impact on your final settlement.
- Final settlement will be released within 30 days from the last clearance date (Not Date of leaving)
- Payroll team will start working on your Settlement post final clearance from HRSS exit team .

- **Leave Encashment Days**

- Do check your leave balances in ECMS under people process/HR clearance tab.
- Leave encashment payout will happen based on leave balances mention in ECMS and replicon tool

- **Submission of OAAR & Investment Proofs**

- Submit your OAAR claims and Investment Proofs, if any, into HGS Portal before 3 days prior to your last working day
- Proof submitted on emails will "**Not be Accepted**" for Final Settlement

- **Payment to Company towards Joining Bonus, Retention Bonus, Notice Pay**

- Employees are required to settle the Joining Bonus, Retention Bonus, Notice Pay upfront
- Exit team would be sharing the Company Bank Details for transferring the funds
- Employee to do Online transfer and share the screenshot with Exit Team for their Clearances.
- These recoveries will not be adjusted against the Full & Final Settlement



## Finance – Payroll clearance

### Important Points to Remember:

#### ▪ Tax treatment on Notice Period Recovery

- Notice period recovery will be treated as a deduction as part of your Full & Final settlement.
- This will not be reflecting in Form 16 and No income tax benefit.
- There is no provision available in Income Tax Act for exempting the Notice pay recovery against your Income
- Notice Pay Recovery Calculations >> Salary \* Number of Days Recoverable / 365 days
- Salary includes Basic, HRA, OAAR 1, OAAR 2 and Statutory Bonus components.

#### ▪ Tax treatment on Joining / Retention Bonus Recovery

- Financial Year (FY - 01 April to 31 March)
  - If the payment and Recovery of Joining / Retention Bonus happens in the same Financial Year, then we shall pass on the Income tax benefit by reducing your taxable income
  - If the payment and Recovery of Joining / Retention Bonus happens across two different Financial Year than the deduction of recovery is passed on in the next Financial Year
- 
- e.g. if payment is made in the Financial Year 2022-23 the same will appear as taxable income in your form 16 and tax will deduct accordingly
  - If Resignation and settlement happens during the Financial Year 2023-24 , the recovered amount is shown as a negative value in your Tax statement and your total income is reduced for tax to that extent, effectively the tax benefit is passed to you in subsequent Financial Year



## Finance – Payroll clearance

### Important Points to Remember:

#### Gratuity Payment:

- Gratuity payment will not be part of Full & Final settlement.
- This will be paid separately from the Gratuity Trust (Handled by Retirals Team)
- You would be receiving a separate Form 16 for Gratuity Payment.

#### Gratuity and Leave Encashment

- The Government of India has notified the implementation of the Labor Codes, effective November 21, 2025. These changes introduce a standardized and uniform definition of "Wages." This change applies to Salary components like Gratuity and Leave Encashment.
  - In line with these updates and as per the revised policy guidelines, Gratuity and leave encashment payout will now be computed using the updated definition of wages.
  - Wages for the purpose of calculations of Leave Encashment and Gratuity will be Basic Salary or 50% of TBC, whichever is higher.
  - **A. Leave Encashment Payment**
  - Maximum leave encashment payable is 30 days as per company policy
  - Leave Encashment Calculations
  - $\text{Wages} * \# \text{ of Leave Days} / 365 \text{ Days in a Year}$
  - **B. Leave Encashment Exemption.**
  - Leave encashment is not fully exempted as per Income Tax Act. The Tax exemption is calculated based on IT based on below guidelines and least of the below amount is exempted
  - Actual Leave encashment amount received at the time of Resignation
  - Last 10 months average salary (Wages).
  - Maximum 25 lakhs can be calculated for exemption.
- Cash equivalent of unutilized earned leave (earned leave entitlement cannot exceed 30 days for every year of actual service).



## Finance – Payroll clearance

### Important Points to Remember:

#### ▪ **Provisional Tax statement / Form 16**

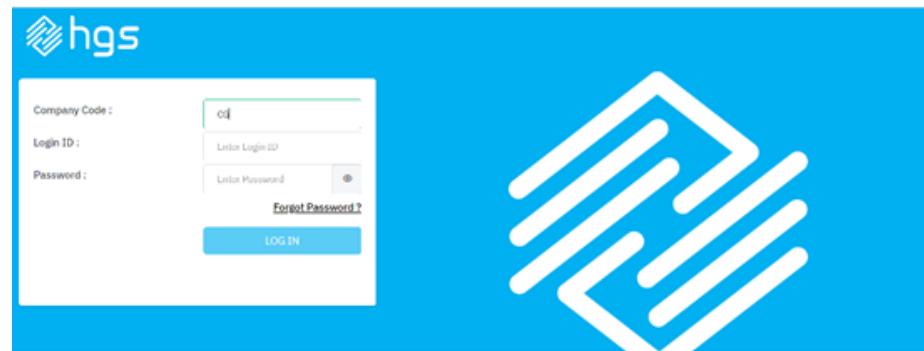
- Post completion of Full & Final settlement, Provisional tax statement would be shared with you.
- You can submit the same with the New Employer for current year taxation purpose.
- Form 16 for the year will be generated around May/June next year. The same will be shared with your personal email ID updated in ECMS Tool
- Gratuity Form 16 will also be shared separately to your personal email ID
- You are required to club both the Form 16s while filing the Income tax returns.



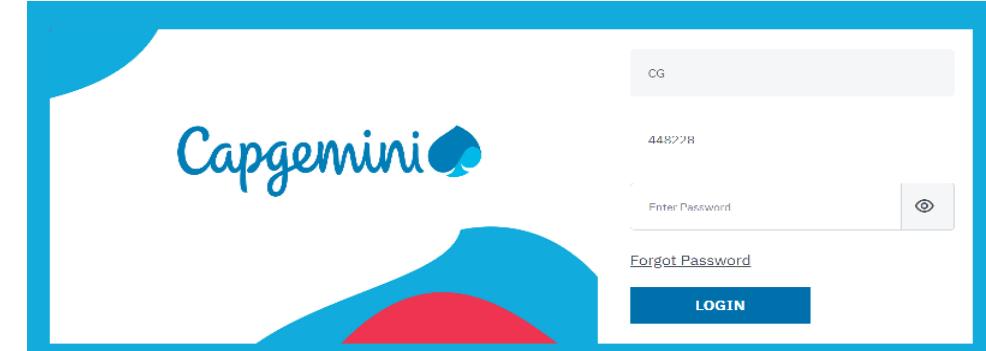
## Steps to login to HGS Portal

[Link - https://ess.hgsbs.com/login?company=CG](https://ess.hgsbs.com/login?company=CG)

**Step 1: Employee code should be CG (capitals)**



**Step 2: Enter CGGID and click on Forgot password**



**Step 3: Enter DOB and click on submit button, the new password email will go to Capgemini mail box.**

**Please note: Please complete the process before your LWD.**

Forgot Password

Company Code	CG
Login ID	448228
Date Of Birth (DD/MM/YYYY)	--Select Date--

**Submit** **Close**



## Steps to Reset HGS Portal

**Link - <https://ess.hgsbs.com/login?company=CG>**

### Form 16

- 1) Global id:
- 2) Password - Refer your mail with the subject "WELCOME TO ESS" u will find default password & enter the password which will prompt to u to reset password use chrome or Edge
- 3) You do not remember password. Skip the 2nd option try 4th option
- 4) Go to the Forgot password option.
- 5) New page open fill your DOB & DOJ – New password generated your personal mail id in ECMS Records.
- 6) Again, go to link <https://ess.hgsbs.com/login?company=CG>
- 7) Global ID –
- 8) Password – (please fill you receive forgot password)
- 9) New page (Change password) open
- 10) Current password – is you receive (Forgot Password)
- 11) Create new password & confirm password

\*\*\*Please note: Password to Open Form 16 for FY 21-22 is your PAN in capital

Make sure you update your personal mail id on ECMS application and My connect portal

### FNF Statement:

Please note your final settlement statement Pay slip with IT computation sheet has been updated on the HGS Portal under Reports.

You can access the HGS portal using the below link: <https://ess.hgsbs.com/login?company=CG>

Login Id: Your Global ID  
Password:

If you forget your password, please login with your Global Id mentioned in subject line and click on forget password





## Finance - Escalation Matrix

### Important Points to Remember:

- Please send all your F&F related queries to the below Email ID :

**[fnfhelpdesk.in@capgemini.com](mailto:fnfhelpdesk.in@capgemini.com)**

- Escalations Matrix

If your queries not answered in 3 working days , Below are the escalation Matrix , Please reach out to below .

- Level 1 -

**S, Ganesh [ganesh.a.s@capgemini.com](mailto:ganesh.a.s@capgemini.com)**

- Level 2 -

**Krishnan Kutty, Praveen [praveen.kutty@capgemini.com](mailto:praveen.kutty@capgemini.com)**

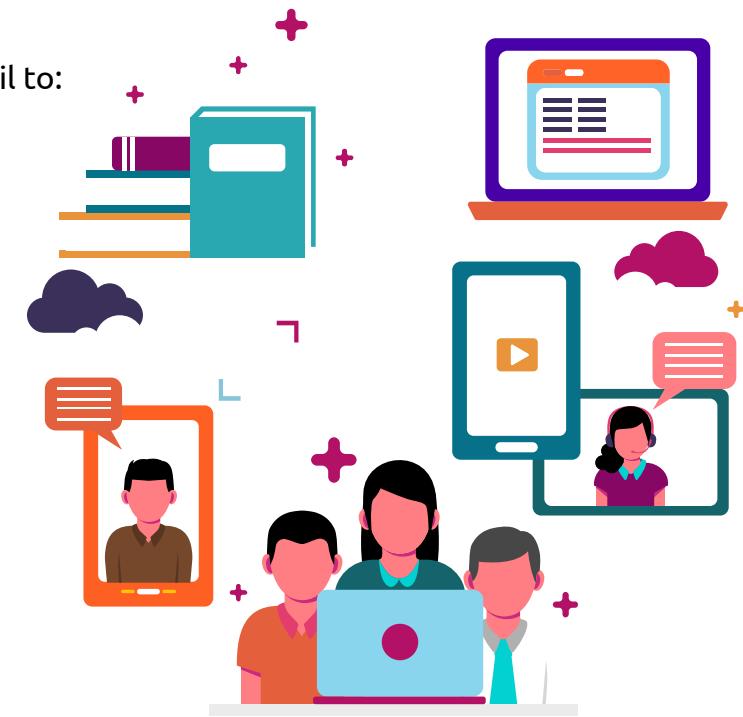
- Leven 3 -

**Mohan Saxena, Shyam [shyam.saxena@capgemini.com](mailto:shyam.saxena@capgemini.com)**



## Mobility Clearance

- Clearance can be completed 7 days before last working day if you do not hold any visa's
- Please get your record verified with International Mobility team, in case you hold valid Work Permit / Visa / Residence Permit Card
- For any queries or clarification, please contact country specific spoc from International Mobility team: Contacts | Talent Capgemini:
- [https://talent.capgemini.com/in/pages/supportfunctions/human\\_resources/India\\_International\\_Mobility/contacts](https://talent.capgemini.com/in/pages/supportfunctions/human_resources/India_International_Mobility/contacts)
- For further queries related to ECMS clearance status, send an email to:  
[ecmsclearance\\_internationalmobility.in@capgemini.com](mailto:ecmsclearance_internationalmobility.in@capgemini.com)





- **Final Clearance applicability:**
  - ❖ It will be auto approved on the last working day post completion of all clearances subjected to no recovery
  - ❖ In case of recovery, employee has to settle the dues, post confirmation on the amount credited, Final clearance will be provided
- Once final clearance is completed, relieving cum experience letter would be auto generated & triggered to the employee, subjected to no dues towards any departmental clearance
- Digital letters with digital signature will be released to employee's personal mail id within 24 hrs from Final Clearance completion
- In case of any departmental dues, if employee fails to pay within 3 working days post intimation, then final clearance will be closed & letters will be on hold until FnF completion
- Once F&F is completed,
  - ❖ If the settlement amount is positive, then letters will be released
  - ❖ If the settlement amount stands negative, post payment from the employee and confirmation of credit, letters will be released.
- The mode of payment would be online transfer(NEFT & RTGS only).  
Bank details are available in the next slide.

For Payment related query, please reach out to Central Exit team at [centralexit.in@capgemini.com](mailto:centralexit.in@capgemini.com)



## Bank Details

<b>Account Name</b>	Capgemini Technology Services India LTD.
<b>Bank Name</b>	BNP Paribas
<b>Bank Account #</b>	CAPGEMEXITEMPLOYEE ID NUMBER
<b>IFSC Code</b>	BNPA0009009
<b>Branch</b>	BNP Paribas House, 1 North Avenue, Maker Maxity, Bandra Kurla Complex, Bandra East, Mumbai 400 051
<b>Account Type</b>	Current Account

<b>Beneficiary Name</b>	Global Edge Software Ltd
<b>Bank Name</b>	Citi Bank
<b>Bank Address</b>	MG ROAD, BANGALORE
<b>Bank A/c No.</b>	0522597031
<b>IFSC Code</b>	CITI0000004
<b>Account type</b>	Current Account

Note: If we do not receive any response or payment within 3 working days, we shall close your case for FFS which will take 30 days and letters will be released post that if amount will be positive.

<b>Beneficiary Name</b>	Altran Technologies India Pvt Ltd
<b>Bank Name</b>	BNP Paribas
<b>Bank Address</b>	EAST TOWERS (SOOD TOWERS), 1ST FLOOR, 25, BARAKHAMBA ROAD, NEW DELHI - 110001
<b>Bank A/c No.</b>	0906510988200119
<b>IFSC Code</b>	BNPA0009065
<b>Account type</b>	Current Account

Note: Bank Account number is combination of "CAPGEMEXIT" fix words, without space, adding Employee Number.

### Below are the scenarios:

- If Natasha is having her Employee ID 012345 then account number is **CAPGEMEXIT012345**
- If Natasha is having her Employee ID 123456 then account number is **CAPGEMEXIT123456**

Please note once you make payment before 6 PM of the day we shall be able to check and confirm the receipt of payment next day by EOD & if you make payment after 6 PM of the day then we shall be able to check and confirm the receipt of payment after 2 days.



## Shift Allowances

### Shift/On-call Allowance:

- Employees serving notice period must update their attendance in shift allowance tool **5 working days** prior to their last working date and ensure it is approved by supervisor for auto submission of the claim request and Project Manager must approve the same on the next day to process along with full and final settlement.
- In case supervisor is going on leave during the period 5 days prior to the employee's LWD (Attendance needs to be approved for last 5 working days), the supervisor can delegate their access to a proxy user to approve the same.
- As per policy Shift/On-Call allowances must be submitted and approved on the shift allowance tool within 1 month(Eg: Jan shift/on-call allowances can be claimed on or before 28th Feb). Post which backdated months will be disabled in the system and the claim cannot be processed.
- Kindly log a ticket for any query related to shift/On call allowances : Talent >> Service central : <https://servicecentral.capgemini.com/sc> -> Report an Issue -> Select Shift Allowance in the service.
- Post your Exit if any further queries related to Shift Allowance, Please write to:[shiftallowancequery@capgemini.com](mailto:shiftallowancequery@capgemini.com)
- **Note : Kindly note Shift/On-Call request that is not claimed on the shift allowance application as per above policy timelines will not be processed along with the FNF. Further, there is no exceptional process for the same.**

### Internet Reimbursement:

- Effective 1st July 2023 onwards, the Internet reimbursement claim is up to the limit of Rs. 500 per month.
- Please note internet charges older than 3 months will not be processed as per policy. It is advisable to submit the claim within 30 days from expenditure date.
- Please ensure to submit your claims before exits form the company. If any claim submission after relieving , will not be allowed
- If you have any internet expense queries, please drop a mail in our generic mail id: [financeexp-reimburse.in@capgemini.com](mailto:financeexp-reimburse.in@capgemini.com)

**Variable Pay:** Advance variable payout will be recovered in case of employee resigns/relieve on or before March 31, 2025



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## Smart Service Desk



- We are pleased to announce the launch of first ever voice based **HRSS - Smart Services Desk**, the new age solution for our serving notice period employees.
- **Smart Services Desk** is launched with the aim to make sure that all exiting employees have a hassle -free offboarding experience.
- Objectives here is to facilitate voice - based support to all our current exiting employees as primary point of contact for any exit queries. Easing the communication for providing quicker resolutions.
- Capgemini being a multi-cultural organization, we want to establish a trustworthy connection for the serving notice period employees.
- **The SSD service is available from Monday to Friday 9 am to 5:30 pm IST, the dial in number 080 66442727/ 080 41834009**
- You may call them on the number displayed on the ECMS portal or above for any of your exit queries.



## Important Points/Contacts

- A **case manager** is assigned to all exiting employees. You can connect with your Case Manager for any assistance regarding Exit formalities. You can find your case manager details in the ECMS>People manager checklist>on your RHS
- Download payslips, IT Computation Doc from HGS portal link : <https://ess.hgsbs.com/>
- Full & Final settlement will be completed within 30 days post your final clearance is completed & statement will be shared to your personal mail ID within 3 days.
- For active employee please refer below path to log a ticket for any concern or query related to HR Services: Connect to GetSETUP:<https://performanceManager5.successfactors.eu/login?company=capgemitecP3> >> Ask HR(right side top corner of GetSETUP home page) >> Create Ticket
- For Insurance related queries, please do write to Insurance team,[employeeinsurance.in@capgemini.com](mailto:employeeinsurance.in@capgemini.com)..
- For queries related to Parental insurance post exit, please reach out to:
  - Contact No: **040-68178580 / 96200 09413**
  - Or write a mail to [capgemini@mediassist.in](mailto:capgemini@mediassist.in)
- For ESOP query, please do write to,[esopindia.in@capgemini.com](mailto:esopindia.in@capgemini.com)
- support after exit, do write to, [offboardingservices.in@capgemini.com](mailto:offboardingservices.in@capgemini.com)
- For any For Ex-Employment Verification please inform your new employer to drop a mail to [verification.in@capgemini.com](mailto:verification.in@capgemini.com)
- For Sodexo Card Queries – [consumer@care.pluxee.in](mailto:consumer@care.pluxee.in)

### Escalation Matrix:

Level 1 – Paranthaman P [paranthaman.p@capgemini.com](mailto:paranthaman.p@capgemini.com)

Level 2 – Janardhana Rao [janardhana.rao@capgemini.com](mailto:janardhana.rao@capgemini.com)

## About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2023 global revenues of €22.5 billion.

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