**Guidelines for No dues clearance in SSP.**

The check list below will help ensure a smooth and quick closure of your exit formalities.

**Employee’s role**

* Your no due clearance should be initiated on the FFS Tool. The tool will send out automated triggers to respective departments to complete your no dues. You are requested to ensure No Dues closure on or one day prior to your last working day.
* Please pay special attention to the no due clearance provided by respective departments and ensure all inputs provided by each of them are accurate. In case of any difference / clarifications, please reach out to the respective department SPOC (mentioned on the FFS Tool) for corrections.
* Based on your validation, you are requested to sign off on the FFS tool one day prior to your last working day.(Path Given Below)
* Please update your valid personal email id and complete communication address, personal mobile number on the FFS tool.(Path Given below) Mphasis will use either/all the contact details as provided by you at the time of leaving for all correspondence with you in future. This includes communication of your Full and Final documents.
* Departments giving no dues on the SSP tool: Admin, Visa, System Support, Legal, Accounts, Payroll, Training & HR OPS, Transportation, Fixed asset (Applicable for Level 7 & above employees) & library. Contact details of the respective spoc will be available in SSP tool.

**Provident Fund**

Please find attached the PF Sample Copy and Guidelines on PF Procedures

**FORM 16**

Form 16 will be mailed to you at the end of the financial year ie April. It will be emailed to the id updated in FFS. Please ensure that you update the valid email id and keep the same active for all mail correspondence

**Gratuity**

If you have completed continuous service of 4.8 years in the organization your gratuity will be automatically processed and you can collect the cheque by contacting Hrhelpdesk after 30 working days from your last working day.

**Superannuation**

If you are eligible for the same, please fill and send the attached form along with a cancelled cheque of the account mentioned in the form to Hrhelpdesk. This form should be submitted on your last working day. Once it is processed, vendor will send a cheque to the address mentioned in the form within 30 working days from the date of submission.



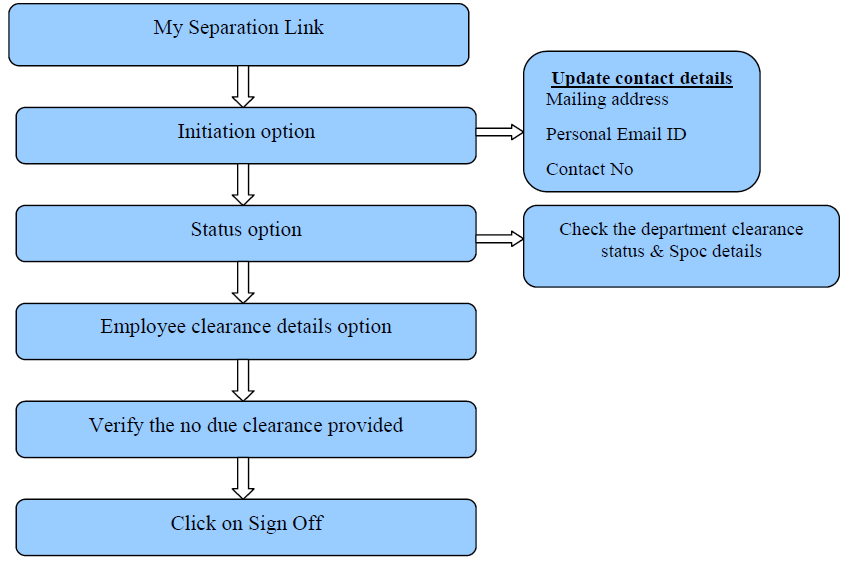
If any pending dues, Please submit **Recovery DDs and IT proofs** (hard copy) 4 days in advance to the centralized SPOC – **Bagmane World Technology Centre , K.R.Puram, WTC 3, Block B, 1st Floor, Marthahalli Outer Ring Road, Doddenekundi, Bangalore - 560 048.**

**Attached are the POI forms** that need to be used to submit the Proof of Investment (POI) without which the same will not be processed by the finance team. No claims submitted later on will be considered.



**SSP Navigation for employees**

Log in to SSP on:  [https://mployee.corp.mphasis.co](https://mployee.corp.mphasis.com/)m to follow the steps to Initiate and complete the sign off on SSP.



In case of any clarification, please contact HR Help desk. Refer attached HR Help Desk Contact details.

HR Helpdesk Contact details

All employees related HR queries (Active/ Inactive) can be reached at the below mentioned numbers:

Please ensure you have the employee ID for further assistance.

Active Employees can also raise a PS CRM case by the using the following link: -

**https://pshrms.corp.mphasis.com**

Ex-Employees can also raise a PS CRM case by the using the following link: -

[**https://pshrhelpdesk.corp.mphasis.com**](https://pshrhelpdesk.corp.mphasis.com/)

HR Helpdesk extends its support to our overseas employees through the below mentioned toll free numbers:

|  |  |
| --- | --- |
| **Country** | **Toll Free Number** |
| US | 888-262-0687 |
| UK | 800-032-2836 |
| Australia | 1800-764-325 |
| Belgium | 800-155-51 |
| Germany | 800-589-5557 |
| Netherlands | 800-450-0005 |
| India | 1800-200-3273 |

For any Escalations please write to below mentioned email ids:

|  |  |  |
| --- | --- | --- |
| **Escalation Level** | **Tower** | **Email id** |
| Level 1 | APPS | [HRHelpdeskescalation-APPS@mphasis.com](mailto:HRHelpdeskescalation-APPS@mphasis.com) |
| Level 1 | MU & IS | [HRHelpdeskescalation-MU-IS@mphasis.com](mailto:HRHelpdeskescalation-MU-IS@mphasis.com) |
| Level 1 | BPO | [HRHelpdeskescalation-BPO@mphasis.com](mailto:HRHelpdeskescalation-BPO@mphasis.com) |
| Level 1 | ITO | [HRHelpdeskescalation-ITO@mphasis.com](mailto:HRHelpdeskescalation-ITO@mphasis.com) |
| Level 1 | CS & NV | [HRHelpdeskescalation-CS-NV@mphasis.com](mailto:HRHelpdeskescalation-CS-NV@mphasis.com) |

**For any technical support:** Contact EASE Helpdesk at [IND-EASE-L1@mphasis.com](mailto:IND-EASE-L1@mphasis.com)/1800 200 3273