

Clearance Process FAQs:

Q1: How to submit my resignation?

A1: You have to submit resignation only via "My Separation" portal. No other mode of communication will be accepted for submitting the resignation.

Q2: What is the "My Separation" portal, and how do I access it?

A2: The "My Separation" portal is used for all clearances during the separation process. You can access it ITAP portal -> ITAP APP -> ITAP Functions -> My Separation.

Q3: Is the "My Separation" portal available for all types of employment, including external employees and contractors?

A3: Yes, the portal is available for all types of employment, including external employees and direct contractors.

Q4: What should I do before submitting my resignation?

A4: Before submitting your resignation, ensure your organizational details & personal information is correct in ITAP. Your Reporting Manager must approve the last working day in my separation portal.

Q5: What triggers the approval and settlement process?

A5: The approval process is triggered upon approval of your last working day by your Line Manager. Delayed approval can lead to delays in settlement. And you can expect the settlement amount by the end of the subsequent month.

Q6: Can I request a change in my last working day?

A6: You can contact the respective HRBP.

Employee Pre-Clearance FAQs:

Q7: How can I handle payments in case of any pending recoveries?

A7: In this situation, verify with the relevant department and make payments proactively. Refer to the NEFT details for pending recoveries.

Q8: When should I submit my investment proofs?

A8: You should submit investment proof at least one month before your last working day but no later than the 7th of the last month. Update investment details on the PEOPLESTRONG portal with actual proof and attach necessary documents. Email scanned investment documents to: payrollhelpdesk.atos@peoplestrong.com.

Q9: What essential documents should I download?

A9: You have to download and store prior period pay slips, Form 16s, reimbursement slips, tax slips, and any documents from the relevant portals. These documents may be needed for your future references and submissions.

Q10: Why is updating my personal email address important?

A10: Ensuring we have your accurate contact information is crucial for future communications. This includes docs such as the Full and Final Settlement Statement and Form 16

Q11: What about my shift/hardship allowances for the previous months?

A11: Apply for shift allowance until your previous months and get it approved in "Attendance Plus" before your LWD.

Clearance Formality Sequence FAQs:

Q12: What steps do I need to take to obtain clearance if I am not familiar with my line manager / HRBP?

A12: You can get to know your Line Manager/HRBP via ITAP ->ITAP Apps->ITAP info ->My info and can check if the Clearance is done on the "My Separation Portal."

Q13: What if I don't have a Project Manager assigned for clearance?

A13: If you don't have a Project Manager mapped, it will auto-approve.

Q14: What steps should I follow to get HRS clearance?

A14: HRS clearance is managed by the Location HR, and the final step requires you to submit your ATOS ID Card. You can find the contact details for your Location HR in the Exit Guidelines document.

Q15: What are the time slots and who are the point of contact for clearance approvals?

A15: There are specific time slots for all clearances. Kindly refer to the Exit process guidelines document.