**FREQUENTLY ASKED QUESTIONS**

**Exit Clearance Management System (ECMS)**

**From Resignation to post relieving from Organization**

**1. I want to resign, how do I do it?**

**Exit is managed in a tool called ECMS (Exit Clearance Management System)** the path for the tool is - [**https://ecms.fs.capgemini.com/**](https://ecms.fs.capgemini.com/)

Please follow the path below to submit your resignation –

[ECMS](https://ecms.fs.capgemini.com/) > Resignation Process > Resignation Form

**2.** **What is the notice period to be served?**

As per the policy, youmust serve 90 days of notice**.**

**3. Who will approve my resignation?**

Your Supervisor/Manager/N+1 tagged in ECMS will have to approve your resignation. Once approved, you will receive an automated mail from the ECMS tool.

Below is the path:

ECMS ([https://ecms.fs.capgemini.com](https://ecms.fs.capgemini.com/)/) > Approval Process > Supervisor Approval

**4.** **What will happen if the Supervisor/Manager does not approve the resignation within 15 days?**

The Resignation will be auto approved in the system on the 15th day & clearances will be triggered.

**5. Where to change the last working date in ECMS?**

Supervisor/Manager can change the date in ECMS. Please follow the below path:

[ECMS](https://ecms.fs.capgemini.com/) > System Administrator > Separation Date Change

**6**. **What if the employee wants to get Released early?**

Employee must connect with his/her Supervisor & BU HR/HRBP.

**7. Will Sabbatical leave flow from LMS to ECMS?**

Sabbatical leave once approved in LMS will flow to ECMS, in ECMS all the applicable clearances for Sabbatical Leave will open up for the employee.

**8**. **Do employee has to follow with department SPOC?**

Yes, its employee’s responsibility to follow up with each department SPOC for getting

clearance completed.

**9. Where can user view the status of ongoing clearances?**

Users can view the status of ongoing clearances by following the below path.

Login to ECMS 🡪 Resignation Process 🡪 Exit Request Status Page

**10. When can employee start taking clearance from various department?**

The employee can start getting clearances at least 10 days prior to the LWD.

**11. Where can employee get the department SPOC details**?

The SPOC list is available in ECMS home page towards top right as contact

List tab according to location wise.

**12. Will employee go physically to each SPOC for clearance completion?**

No, the employee can follow up with the SPOC through email/call the department

SPOC. In case, if employee holds a laptop then they have to reach out to IT SPOC and ensure that they agree on the mode of collection of the laptop/desktop with IT assets team.

**13**. **Where & when to submit ID card?**

The ID card should be submitted to current location security on last

working day. If you are not present in office, ICRES team will plan to send get it collected through courier, 15 days in advance to your last working day.

**14**. **What happens if the clearances are pending**?

Relieving & experience letter will be issued post completion of all the clearances.

**15. Do N+1 De- tag the N’s reporting to him before LWD?**

Yes, N+1 has to connect with RMG team to de tag his N’s reporting to him.

**16. Do I get hard copy of Relieving & Experience letter?**

No, only soft copy. System generated & digitally signed letters are sent to employees personal Email ID.

**17. When is the Relieving & experience/Sabbatical letter provided?**

Relieving & Experience/Sabbatical letter will be shared within 24hrs post final clearance. Final clearance is provided basis all the departmental clearance is completed without any due.

**18. Where to check the due amount in ECMS?**

The due amount can be viewed in ECMS against each department in Exit request

status page in amount section/column.

**19. How to know if the due amount can be adjusted in full and final**

**settlement?**

Please write to centralexit.in@capgemini.com to confirm if the due amount is adjustable

in Full and Final settlement.

**20. Who will share the online payment details?**

Please write to centralexit.in@capgemini.com DL or the exit team will share the details.

**21. Will my salary be paid during my notice period?**

Salary for the previous month will be put on hold and be paid out along with the full and final settlement if the last working day is on or before 5th of any month & salary for the current month will be paid along with full and final settlement if the last working day is on or after 6th of the month.

**22. How many leaves will be encashed?**

Maximum of 30 leaves will be encashed.

**23. How is the leave encashment calculated?**

Leaves calculated on Total base component (TBC).

**24. How to get form 16?**

Please connect with cgfnf@hgsbs.com

**25. What will happen to ESOP amount?**

Please connect with [esopindia.in@capgemini.com](mailto:esopindia.in@capgemini.com)

**26. When will I get form 16?**

You will receive your form 16 in the month of June or July.

**27. Where to submit the IT proof?**

Please submit your IT proof documents in **HGS Portal.**

**28. What happens to parental insurance?**

Parental insurance will still be valid post Exit.

**29. Whom to connect post leaving the organization for future references?**

Please write mail to offboardingservices.in@capgemini.com along with Employee ID

mentioned.

**30. How to withdraw my resignation & what are the timelines?**

Resignation Withdrawal can be completed in ECMS tool on or before LWD. Please follow the below path:

[ECMS](https://ecms.fs.capgemini.com/) > Resignation Process > Withdrawal Form

**31. Who has to approve my Resignation Withdrawal?**

Your Supervisor & BU HR must approve your Resignation Withdrawal in ECMS tool.

**32. Do I have to follow up with the department SPOC for obtaining clearance?**

YES, it is Employee’s responsibility to follow up with each department SPOC for getting the Clearance completed on or before your last working date (LWD)

**33. Where will the Notice Period Shortfall amount be reflected?**

Notice period shortfall amount can be checked in EIS clearance tab.

Please follow the below path –

[ECMS](https://ecms.fs.capgemini.com/) > Resignation Process > Exit Request Status > Clearances Status

**34. When will the Notice Period Shortfall amount be reflected?**

The amount will be reflected 2 days prior to your last working day.

**35. When will my Full & final settlement will be credited?**

Full & final settlement will be credited to employee existing Bank account

within 30 days from the date of final clearance.

**36. When will I get my Payslip of full & Final Settlement.**

Once the full & final settlement is credited within 5 days the statement will be sent

to employee personal mail ID.

**37. What is the process to Claim/ Gratuity/PF amount?**

1. Please refer to the attached retirals presentation below:



For PF and gratuity contact details:

**Retirals (PF) support:**

Level 1: [retiralshelpdesk.in@capgemini.com](mailto:retiralshelpdesk.in@capgemini.com)

Level 2: [jyothi.a.n@capgemini.com/](mailto:jyothi.a.n@capgemini.com/) [pranali- shashikant.acharekar@capgemini.com](mailto:pranali-%20shashikant.acharekar@capgemini.com)

Level 3: [viswanath.bandla@capgemini.com](mailto:viswanath.bandla@capgemini.com)

**Retirals (Gratuity) support:**

Level 1: [retiralshelpdesk.in@capgemini.com](mailto:retiralshelpdesk.in@capgemini.com)

Level 2: [yogesh.salvi@capgemini.com](mailto:yogesh.salvi@capgemini.com)/ [sendu.natarajan@capgemini.com](mailto:sendu.natarajan@capgemini.com)

Level 3: [viswanath.bandla@capgemini.com](mailto:viswanath.bandla@capgemini.com)

**38. Where to submit the PF claim forms**

All PF claims to be raised online on EPFO portal by logging in with your UAN credentials

<https://unifiedportal-mem.epfindia.gov.in/memberinterface/>

**39. What is the Process for Transfer of PF?**

Please connect with your future employer for transfer of PF process.

**40. What is the Process to claim Gratuity.**

As a process as per your service eligibility your Gratuity will be settled to you to your salary bank account within 30 days from DOL.

**41. How to get my pay slips after leaving the organization?**

Please raise a request in HGS Portal <https://ess.hgsbs.com/> or inpayroll.fssbu@capgemini.com