#### **UNITEDHEALTH GROUP**

# Separation Module

Employee Guide



July, 2016

- Access Self-Service Portal
- Initiate Resignation
- Check Status of the Resignation Request
- Withdraw Resignation
- Re-Submit Resignation
- Employee Clearance
- FAQs

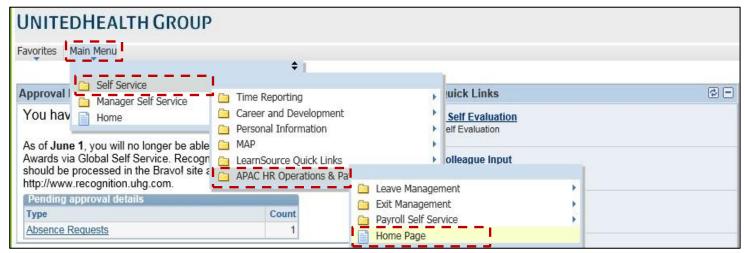
#### 1 Login to Global Self Service page

- a) Go to <a href="https://globalselfservice.uhg.com">https://globalselfservice.uhg.com</a>, or you can access <a href="https://globalselfservice.uhg.com">HRDirect & Global Self Service</a> link from <a href="https://group.com">Frontier</a> Home Page
- b) Enter your credentials on Single Sign On Page



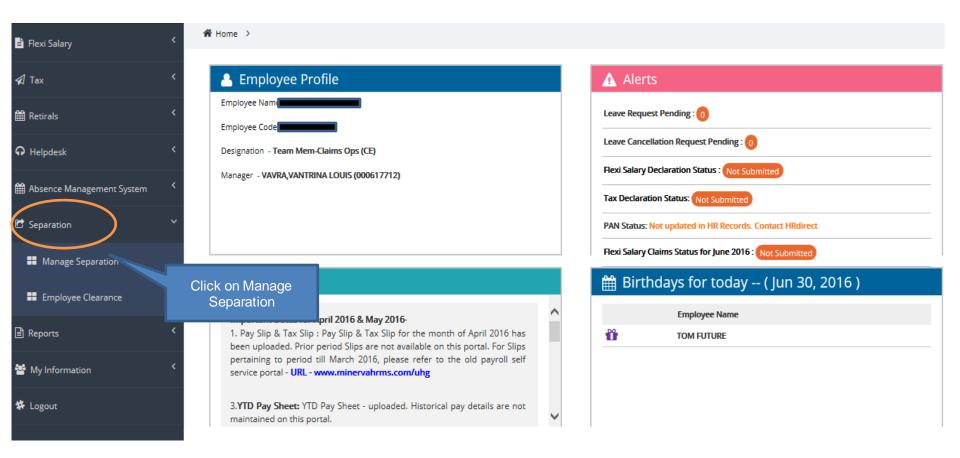
#### Reach APAC HR Operations & Payroll Home Page

a) Select Main Menu > Self Service > APAC HR Operations & Payroll > Home
Page



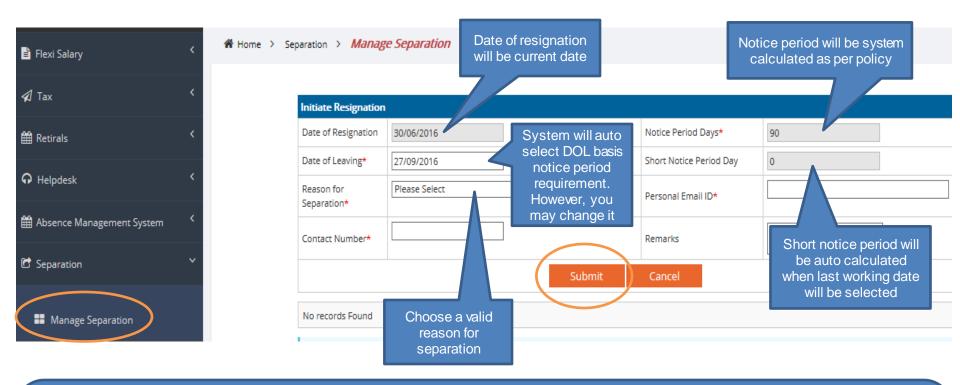
3

Go to "Separation" Menu on APAC HR Operations & Payroll Home Page & Click on "Manage Separation" link



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#### Resignation Request Form will open. Complete the form and submit.



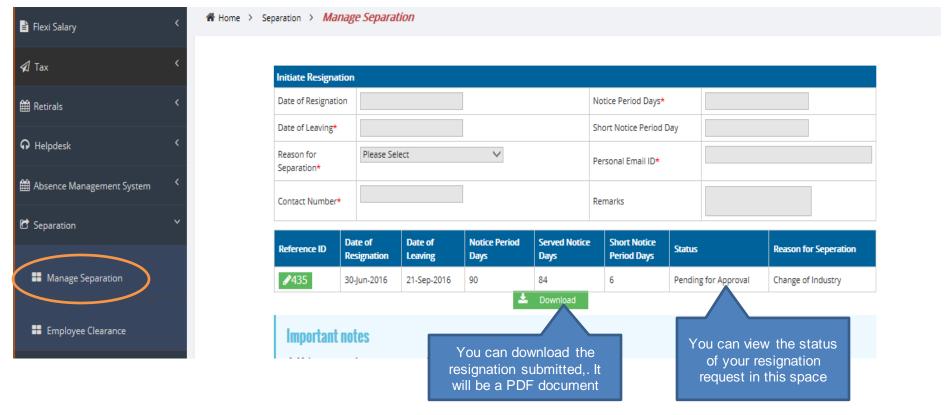
#### **Notes:**

- 1. You will not be able to submit resignation request yourself if "Date of Leaving" is less than Three business days from "Date of Resignation". In this case you should request your manager to initiate separation on your behalf.
- 2. Do not forget to update your personal email ID & phone number on the resignation form as we will need these details to contact you once your final pay is processed and documents are ready for collection.
- 3. After submission of the "Resignation Request" for approval, an email notification will be sent to the manager of the employee to action the request. Employee will be notified through email of any action taken by the manager.

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Go to "Manage Separation" link to view status of the resignation request you have submitted.

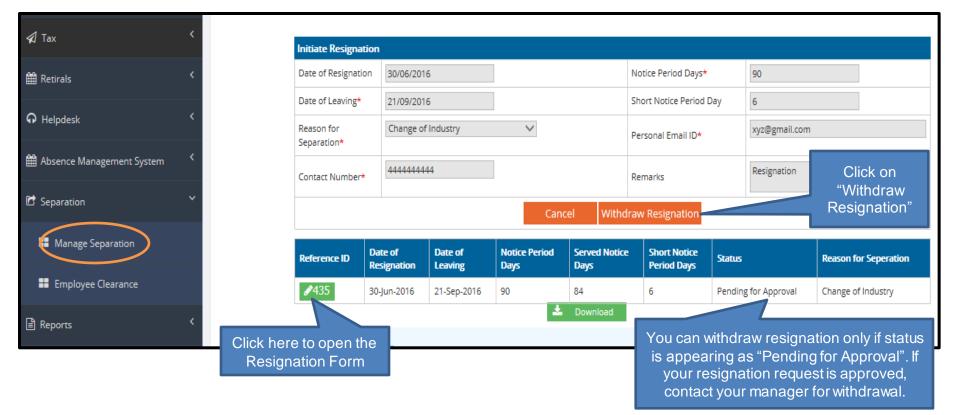
Once you submit the "Resignation Request", you will see the summary of your request at the bottom of the page including the status. To view more details, click on any of the content on reference ID to see the details submitted or you can download a document "PDF" to keep it along.



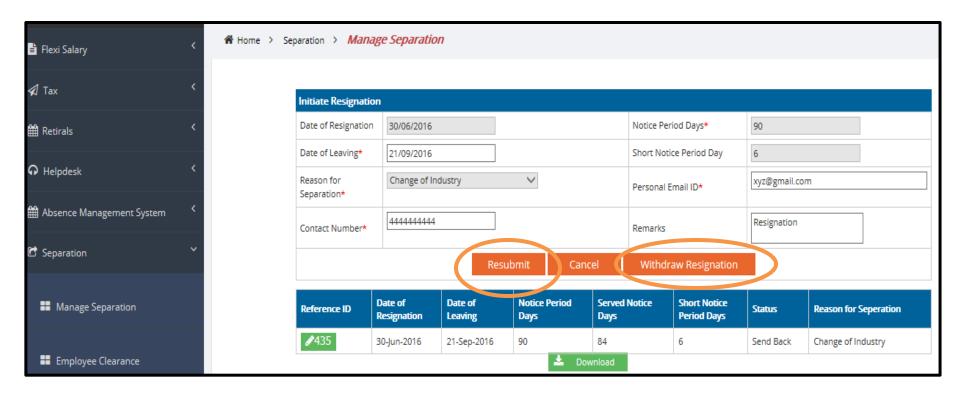
Employee can withdraw the resignation on the Self-Service portal, only if his/her manager has not yet actioned the resignation request. Once the resignation request is actioned by the manager, employee should contact his/her manager for withdrawal of resignation.

Step 1: Open the submitted resignation request by clicking on "Reference ID"

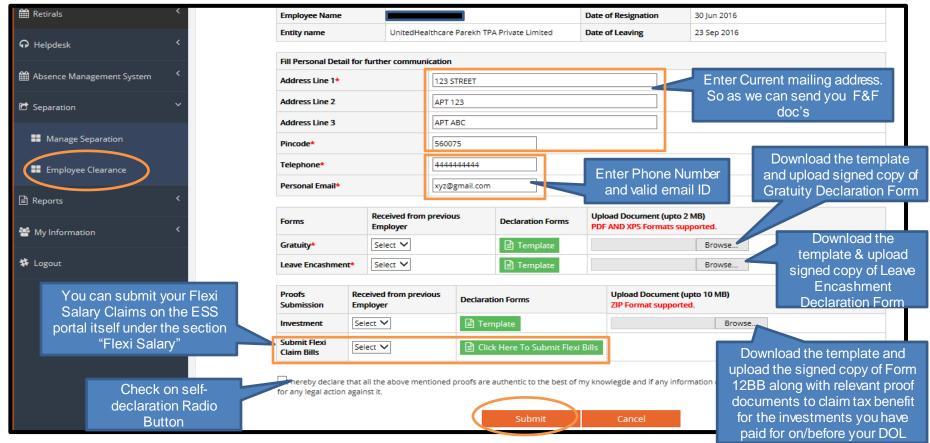
**Step 2:** Click on "Withdraw Resignation". You will receive a confirmation message stating your resignation request has been deleted. Also a notification email will be sent to your manager.



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- In case your manager has not accepted your resignation request, you will see the status as "Send Back". You will have TWO options:
- 1. Resubmit If you do not wish to withdraw your resignation or do not agree with the Date of Leaving (DOL) suggested by the manager, you can resubmit the resignation with /without changing the DOL. Click on "Resubmit" button on the page as shown below.
- 2. Withdraw Resignation Your manager had a discussion with you and you agreed to withdraw resignation, click on "Withdraw Resignation" button on the page as shown below.



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- 1. After your resignation request is approved, you need to do Employee Exit Clearance.
- 2. Click on "Employee Clearance" link under "Separation" link to open the Exit Clearance Page.
- 3. Address for communication, Phone Number & Personal Email ID should be mandatorily provided.
- 4. If you are eligible for payment of Gratuity, provide "Gratuity Declaration Form" to avail tax exemption (You can check your eligibility for Gratuity payment under "Retiral" section).
- 5. Upload 'Leave Encashment Declaration Form' to avail tax exemption on payment of leave salary.
- 6. Complete necessary steps for Flexi Salary Claim submission & Income Tax Proof Submission on this page.



#### Q: What are the changes in Separation policy that are effected with this automation?

This automation is aimed to ease the process of separation. We have not made any change in the separation policy except the fact that the method of initiating separation has been changed.

- Employees will now initiate resignation in Global Self Service in place of sending resignation email to manager.
- Managers will now action the resignation request submitted by the employees against the current practice of managers updating termination information in Global Self Service for all their direct reports.

#### Q: Will automation help in timely closure of final pay?

Yes, this automation of the separation process will ensure timely closure of final pay.

- All process participants will have defined TAT to complete their part of the process.
- If required action is not done within defined TAT, system will auto complete that task after necessary reminders and escalation to next level in the hierarchy.

#### Q: Where should the employee submit his/her resignation?

Employee must submit his/her resignation in Global Self Service. Any form of verbal or text message communication will not be considered as formal resignation and as intent of separation.

## Q: What should I do if I am facing technical difficulty with the Self Service Portal (e.g. unable to apply or withdraw resignation)?

Please reach out to HRDirect Payroll team for resolution of any technical issue you may face while transacting on the self service portal. Add A Case under the Helpdesk menu on the self service portal.

## Q: I have submitted my resignation on the self service portal but my manager is yet to action my resignation request. Due to change of plan I want to withdraw resignation. How should I do it?

Since your manager is yet to action the resignation request, you can withdraw the resignation yourself on the self-service portal. Refer to slide number 7 to learn process of withdrawing resignation.

### Q: My manager accepted my resignation, but due to change of plan I want to withdraw resignation. How should I do it?

Consult your manager and discuss your change of plan. After your manager agrees with your plan of withdrawing resignation, manager should reach out to HRDirect Payroll team to request for resignation withdrawal. Very soon a new feature will be added in the self service portal which will allow managers to withdraw the resignation on the self-service portal themselves.

#### Q: I am on medical leave and have decided to resign from my job. How do I initiate my separation?

Managers have been given access to initiate separation on self service portal on behalf of employees. You should discuss your plan with your manager and request to initiate separation on your behalf.

## Q. Due to some personal reasons I am not in condition to serve 30 days notice period. My last working day is just 3 business days from today. I am not able to initiate my resignation request on the portal.

You will not be able to initiate your resignation in Global Self Service if your last working date is less than 3 business days from the date of resignation. In this case you should consult your manager and discuss your plan. If required, your manager can initiate your resignation in Global Self Service on your behalf.

#### Q. What happens if I want to change my last working day?

Any change in the last working day must be agreed with the line manager. The line manager should notify HRDirect Payroll team about change in last working day within 24 hours of the change decision. Very soon a new feature will be added in the self service portal which will allow managers to change last working day on the self-service portal themselves.

