Exit Process Deck

A Complete Guide for a Smooth Exit

Content

1	Objectives	
2	Exit Process Flow	
3	Employees Actions	
4	Other Important Actions	
5	My Holdings	
6	Alumni Portal	

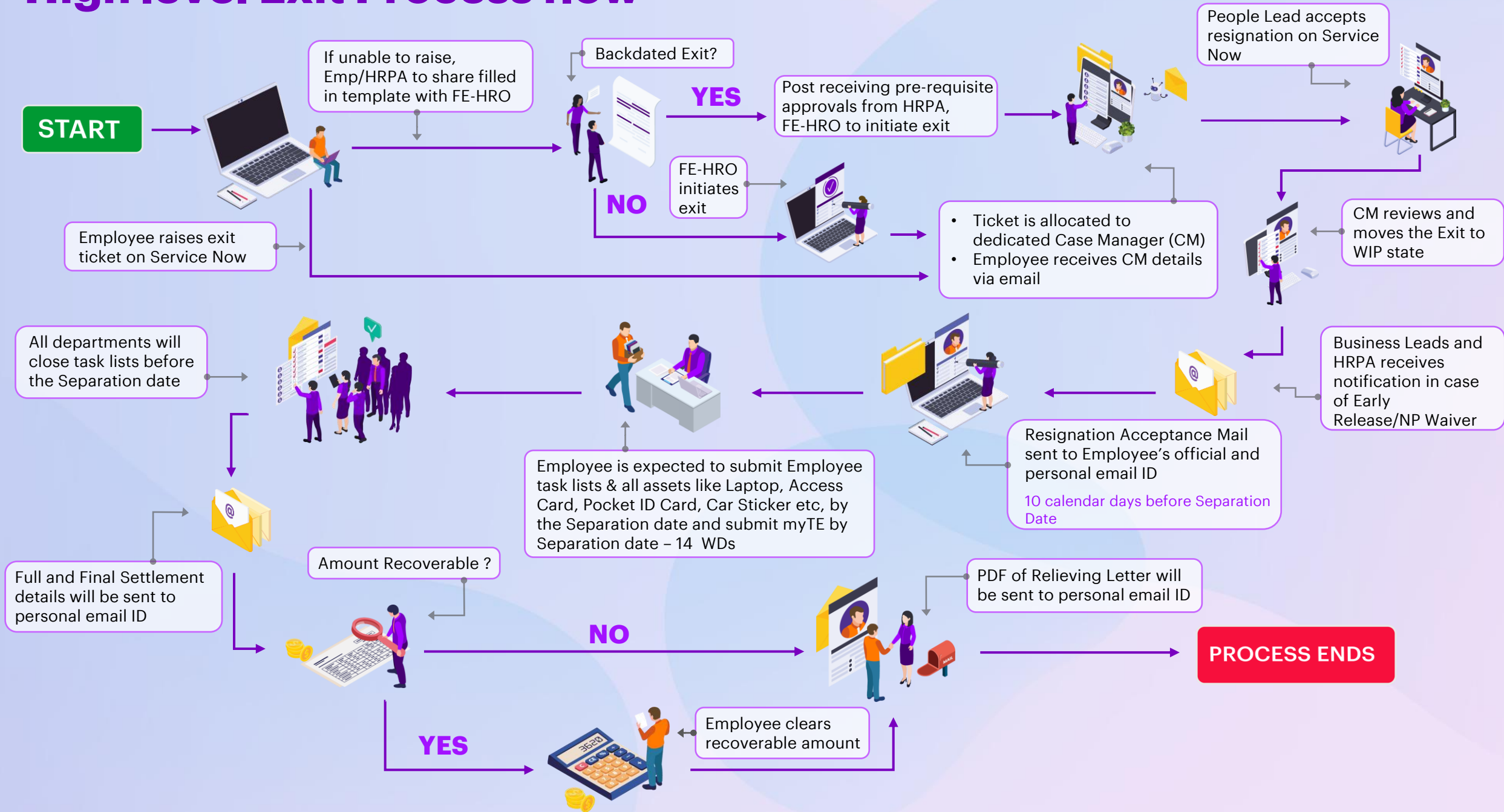# Objectives

The Purpose of this Document is to:

Provide a detailed overview of the Exit process and its workflow

Define the roles & responsibilities of an Exit Case Manager, Employee and other Stakeholders

Help understand the Timelines & SLAs for each activity

High level Exit Process flow

START

Employee raises exit ticket on Service Now

If unable to raise, Emp/HRPA to share filled in template with FE-HRO

Backdated Exit?

YES → Post receiving pre-requisite approvals from HRPA, FE-HRO to initiate exit

NO → FE-HRO initiates exit

- Ticket is allocated to dedicated Case Manager (CM)
- Employee receives CM details via email

People Lead accepts resignation on Service Now

CM reviews and moves the Exit to WIP state

Business Leads and HRPA receives notification in case of Early Release/NP Waiver

Resignation Acceptance Mail sent to Employee's official and personal email ID

10 calendar days before Separation Date

Employee is expected to submit Employee task lists & all assets like Laptop, Access Card, Pocket ID Card, Car Sticker etc, by the Separation date and submit myTE by Separation date – 14 WDs

All departments will close task lists before the Separation date

Full and Final Settlement details will be sent to personal email ID

Amount Recoverable ?

NO →

YES → Employee clears recoverable amount

PDF of Relieving Letter will be sent to personal email ID

PROCESS ENDS

Voice Over Link

[Updating Personal Info on Workday](#)

Employee Actions

Checklist	Team & SLA	Actions for you
₹ Finance Tasklist	**Team responsible** - Finance Team **SLA** - **10 Days** before separation date, provided, ▪ All other tasklist are closed ▪ All recoveries are cleared/ no dues	✓ Login to AllSecTech at https://smartpay.allsectech.com/accenturelogin & check the status of the Finance Exit Tasklist ✓ On or before separation date, join the Finance Conference Call; call details will be shared by the Finance Team ✓ Finance-Exit related FAQs are available at Allsec > FAQs & NPS > Consolidated Payroll FAQs ⬅ **Click Here** ✓ Recoveries due, if any, will be calculated, updated in Allsec and communicated to you by Finance team; Recoveries need to be paid via DD/NEFT only To contact the Finance team: **Before the Separation Date:** Log a request at Accenture Support > Human Resources and Payroll > Payroll > Ask Payroll **After the Separation Date or 2 days before the Separation Date:** Basis the query type write to the relevant team from your personal email id **SLA for response to support request and emails is 2 Business Days**

Payroll/Full &Finalx Settlement	Payroll.Settlements@accenture.com
Provident Fund & ESIC	EB.Socialsecurity@accenture.com
Time & Expense or Insurance	EB.TE.Exit@accenture.com

For AOSPL (AIG):

Payroll/Full &Final Settlement	AOSPL.FnFsettlements@accenture.com
Provident Fund & ESIC	PF.Support.AOSPL@accenture.com
Time & Expense or Insurance	EB.TE.Exit@accenture.com

Checklist	Team & SLA	Actions for you
💻 Asset Tasklist	**Team responsible** - Asset Team **SLA** – **Post asset submission**	✓ You will receive an email on asset submission 15 working days before your Separation Date ✓ All Accenture (and or Client) Desktop / Laptop in your possession should be submitted by your Separation date, failing which INR 50,000 will be recovered in lieu of your Desktop / Laptop ✓ To track IT assets assigned to you Accenture Support > My Devices ✓ If you do not possess any IT asset, no action required For queries on Asset submission: Write to Asset team on **ITAsset_ASTChecklist@accenture.com** SLA for response is **2 business days**
👤 Employee Tasklist	**SLA –** Task created date + 1 WD	✓ Complete the Leave Encashment and Gratuity declaration forms **Note:** This is a mandatory action as it is important for F&F settlement and issuance of Relieving Letter

Employee Actions

Checklist	Team & SLA	Actions for you
Accenture Workplace Tasklist	**Team responsible** – Workplace Team **SLA** – **On receipt of all Non-IT assets**	✓ Return all Non-IT assets like Access Card, Pocket ID, Speaker, Keys, Car Sticker etc. ✓ This can be returned along with your IT Assets Workplace Team email ids are available on the Annexure (Slide number 14) SLA for response is **2 business days**
MyTE Tasklist	**Team responsible** – MYTE Team **SLA** – **10 WDs** before Separation Date	✓ Submit **myTE** 14 working days before your Separation Date ✓ For any queries related to WBSE, please reach out to your People Advisor or People Lead ✓ Refer to the guide for MyTE submission, custom work schedule creation and providing delegate access Click here -> **Custom Work Schedule** To contact the MyTE team: ▪ Chat with TEDO or Log a request on Accenture Support > Human Resources and Payroll > Time and Expense > Ask T&E. SLA for response is **2 business days**
Expense Tasklist	**Team responsible** – MYTE Team **SLA** – **10 WDs** before Separation Date	✓ Submit all business claims on **myTE** 14 working days before your Separation Date along with necessary bills and approvals (upload copy of bills & approvals) ✓ All prior period adjustment (reversals) required should be done and submitted 14 working days before your Separation Date ✓ Address any pending MyTE expense audit queries within timelines ✓ For any queries related to WBSE, please reach out to your People Advisor or People Lead To contact the MyTE team: ▪ Chat with TEDO or Log a request on Accenture Support > Human Resources and Payroll > Time and Expense > Ask T&E. SLA for response is **2 business days**
E-Travel Tasklist	**Team responsible** – E-travel Team **SLA** – **14 WDs** before Separation Date	✓ AMEX card cancellation is initiated by default with the exit process, please ensure the outstanding on the card is NIL ✓ Redeem all reward points associated with the card if applicable ✓ Once done, write to **sharath.c.kumar@accenture.com** for clearance ▪ Delay in above actions, will lead to delay in checklist closure & can impact your FnF settlement

Letter

Relieving Letter (RL)

RL will be dispatched subject to:
- Closure of all checklists
- Leased Car ownership transferred away from Accenture (If any)
- No recoveries due

In case you do not receive the RL, or for duplicate copy of RL, please write to:

India.ExitManagement@accenture.com

Escalation Matrix post 2 Business Days,
Level-2: suma.birur.ramaswamy@accenture.com (or)
vikram.c.rao@accenture.com
Level-3: sneha.g.reddy@accenture.com
Level-4: girish.papanna@accenture.com

Credence or Experience Letter

For **Credence** Letters,
- **While on notice period:** Raise a request on AST > New Request > **Credence Request**
- **After LWD:** Write an email to **India.CredenceLetter@accenture.com** with your employee ID in the subject line

For **Experience** Letter with roles and responsibilities for Green Card, Citizenship-Immigration, Higher Education, and Work permit,
- Write to **India.CredenceLetter@accenture.com**

Escalation Matrix in case of no response post 2 Business Days,
Level-2: santosh.chandran@accenture.com ; **Level-3**: sabesh.b.rajan@accenture.com
Level-4: purushotham.s.l@accenture.com

Ex-Employee Verification

For employment verification purpose, you can provide the below id to your new employer.

India.ExEmp.Verify @accenture.com

SLA for response to all email id's is 2 Business Days

Points to Remember

Date of Resignation
Please check if your Date of notification (Resignation date) has been accurately captured on Service Now. In case of a mismatch, please highlight the same to your case manager along with your original resignation email. Separation Date can fall on a weekend /public holiday as well.

Roles & Responsibilities
Recheck the 'Roles & Responsibilities' that you may have recorded in Service Now while raising your Exit. They are important, as the same are considered in future in case you request for a Credence Letter. Should you need to modify, then please request your People Lead or Case manager to do so

Rights & Responsibilities
You would have received a link to 'Employee Rights and Responsibilities' document through a notification from India.HRSS.HR@accenture.com. Please read it thoroughly.

Early Release
Employee is expected to serve complete Notice Period applicable. In an exceptional scenario where early release is requested, employee should discuss with PL and CM (for ATCI & Global Operations) & with HR PA (For India Market Unit, GS&C – Capability Network, GS&C- Applied Intelligence & CF employees). Please note early release is subject to review and acceptance by business
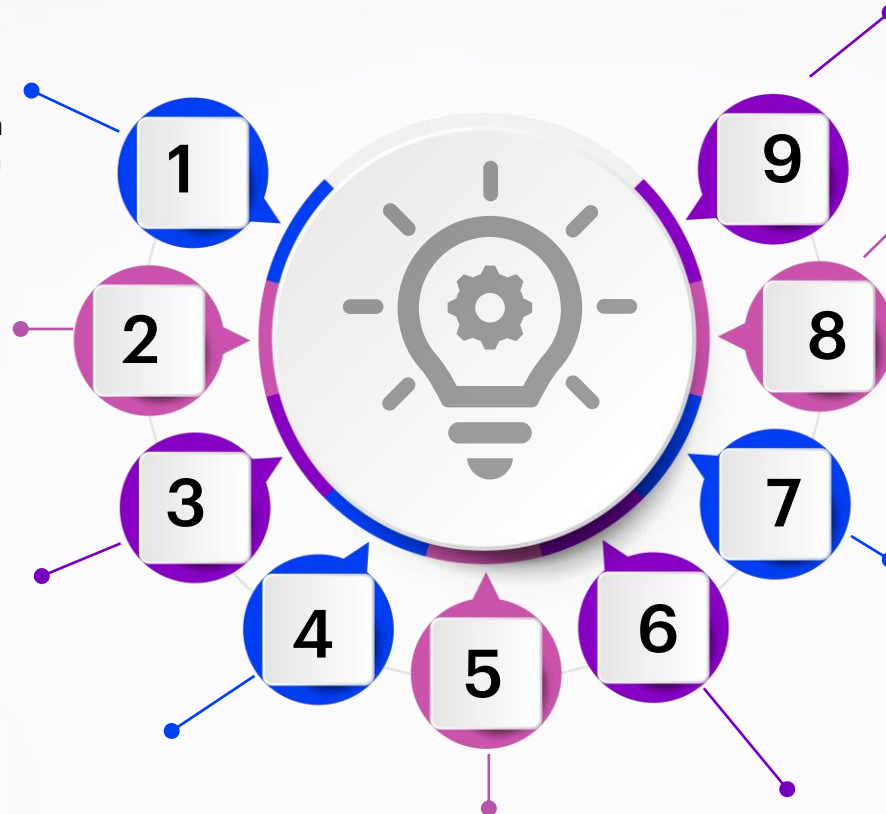
Medical Insurance

While on NP, send a request to the below id for insurance portability at least 30 days before your LWD.
India.Benefits.Portability@accenture.com

Access to Accenture systems and tools will be revoked any time after 8pm on the Separation Date for employees from Global Operations. For employees from other entities, access will be revoked any time after 12pm.

Asset & Library Submission
Ensure you submit all your assets like Laptop/Desktop, Access Card, Pocket ID Card, Speaker, Keys, Car Sticker etc. prior to your Separation date. Also, return all issued library books before your Separation date. For queries related to library books, you can write to m.k.chandrasekaran@accenture.com

Recognition Points & Benefits YOU
All Recognize Performance Points awarded must be redeemed at least 7 CDs prior to your LWD. This is to enable smooth calculation of your Full & Final Settlement amounts. Recognize Performance points redemption have tax implications and this process ensures that we are able to calculate your tax liabilities accurately.
Note: Employees will cease to have access to Recognize Performance page & Benefits YOU post this cut off period and all unused points will lapse.
Transfer recognition points if you have any budgets available (as People Lead / Career Counselor).

Leaves during NP
Refrain from taking leaves during Notice Period. If you go on unapproved absence, your Exit ticket will be considered as 'Unauthorized Absence Post Resignation' and appropriate disciplinary action will be taken.

1 2 3 4 5 6 7 8 9

Contact Information

Case Manager

- We recommend you communicate with your Case Manager using additional comments option on Service now ticket.
- If you have trouble accessing service now, you may write to India.ExitManagement@accenture.com with your employee id, and exit request number in the subject line.
- Emails to individual email ids are not addressed, you may write to
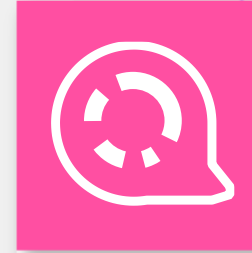
Generic HR Queries

While on NP or after Separation Date - Call **Employee Connect Services** (ECS) at Toll Free Number - **1 800 572 3442** (Nationwide).

**ECS team is available from 10:00 AM to 10:00 PM, Mon to Fri for all entities except GO. For Global Operations they are available from 10:00AM to 7:00AM Mon to Sat.

**Alumni team is available from 10:00 AM to 7:00PM, Mon to Fri.

You can also write an email to **India.ExitManagement@accenture.com**

SLA is 2 business days

DiPA

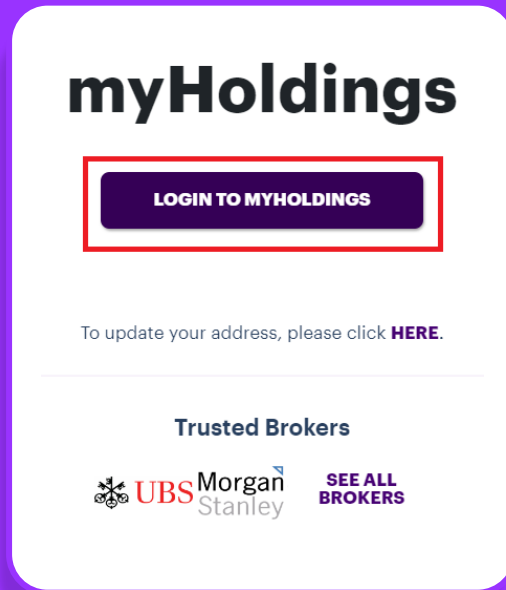You can log onto **Askdipa.accenture.com** for all HR and Exit related generic queries

Employee Assistance Program (EAP)

Accenture's **Employee Assistance Program (EAP)** offers 24/7 free and confidential services which is extended to your family as well. It is available to you and your family for upto 12 months post-employment with Accenture. EAP supports our people with a variety of issues such as managing stress at home or workplace, legal and financial issues, and relationship problems.

You can access EAP services through call, chat, or face to face sessions.
- **Toll free number:** 18001027293
- **Main Alternative Toll-Free Number:** 1800 209 8424
- **Alternative:** +91 80 6764 9900
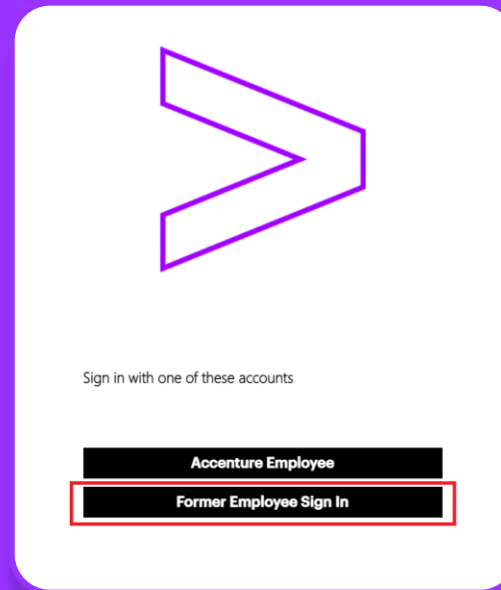- **Out of Country Number:** +91 80 4926 9000

myHoldings Access (1/2)

1
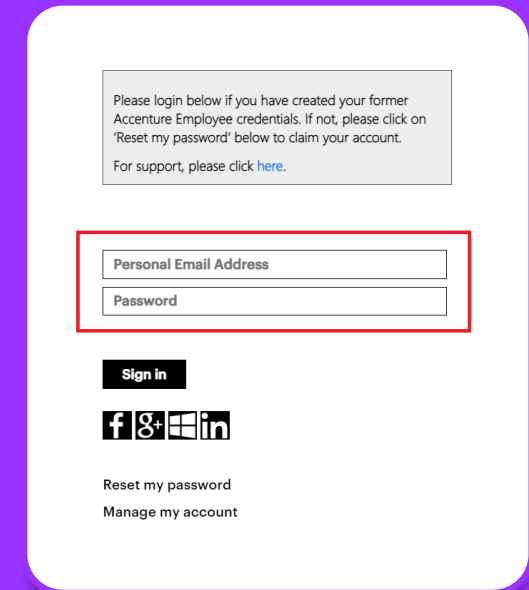
Login to
https://myholdings.accenture.com

2

Click on **'Former Employee'**

3

Enter your **Enterprise ID & Password**
(Your last password used in
Accenture should work).
Click **'Sign In'** button

myHoldings Access (2/2)

**In case your password doesn't work then please follow the step # 4.**

4

- Wait for 10 working days from your Last Working Day.
- After 10 working days, send a request to cio.support@accenture.com with following details to reset your password for accessing MyHoldings website.

  1. Employee ID:
  2. Employee Name:
  3. Contact Number:
  4. Alternate Contact Number:
  5. Personal Email ID:
  6. Alternate Email ID:
  7. Accenture Start Date and End dates:
  8. Location: Pune
 9. Available Time to contact you (IST):

Note:
1. Ensure the given phone numbers are reachable and on ring mode because the CIO team will provide a password on call only.
2. CIO will call thrice on consecutive days, if all attempts are failed then they will close the ticket.
   You will have to again follow the above-described process to reset your password.

Steps to Register the details in **Alumni Portal**

Step 1: Go to: **https://www.accenturealumni.com** and click "Register Here"
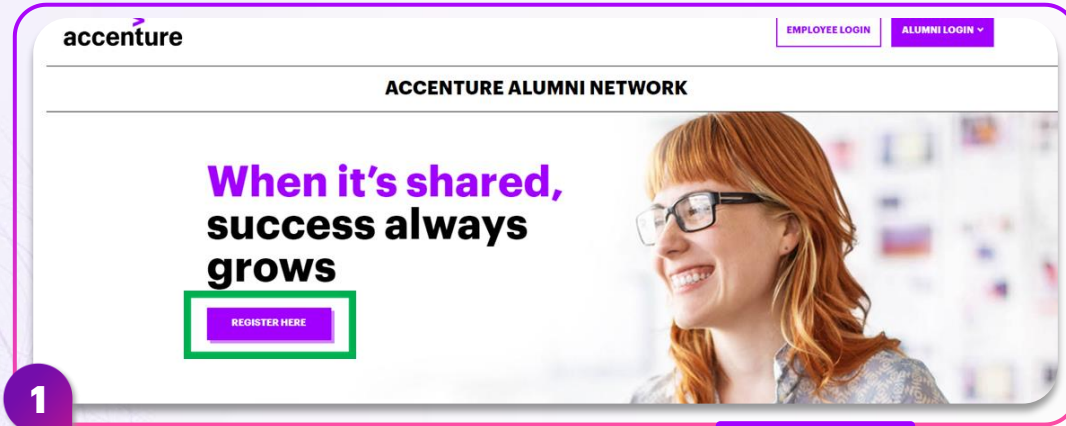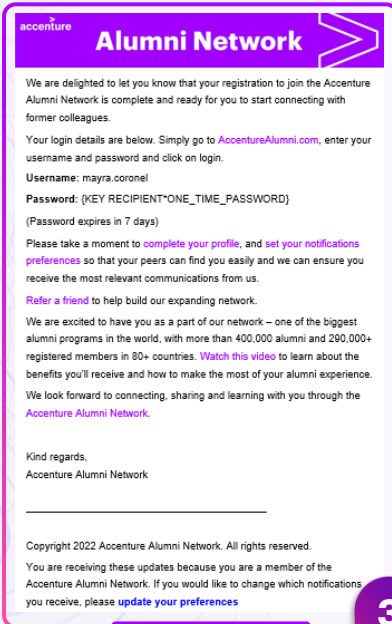
Step 3: Once Automated validation is completed, they will receive an email with the username and temporary password (as the example attached)

Step 2: Complete all the mandatory * fields:

Annexure
Workplace Team IDs

Location	Email ID	
Bangalore	BDC10.dutymanager	bdc10.dutymanager@accenture.com
	BDC11.dutymanager	bdc11.dutymanager@accenture.com
	BDC13.dutymanager	bdc13.dutymanager@accenture.com
	BDC14.dutymanager	bdc14.dutymanager@accenture.com
	BDC3.dutymanager	bdc3.dutymanager@accenture.com
	BDC4.dutymanager	bdc4.dutymanager@accenture.com
	BDC6.dutymanager	bdc6.dutymanager@accenture.com
	BDC7.dutymanager	bdc7.dutymanager@accenture.com
	BDC7C.dutymanager	bdc7c.dutymanager@accenture.com
	BDC8.dutymanager	bdc8.dutymanager@accenture.com
	BDC9.dutymanager	bdc9.dutymanager@accenture.com
Chennai	CC1.dutymanager	cc1.dutymanager@accenture.com
	CDC2.dutymanager	cdc2.dutymanager@accenture.com
	CDC4.dutymanager	cdc4.dutymanager@accenture.com
	CDC5.dutymanagers	cdc5.dutymanagers@accenture.com
Delhi	DDC1.dutymanager	ddc1.dutymanager@accenture.com
	DDC2.dutymanager	ddc2.dutymanager@accenture.com
	DDC3.dutymanager	ddc3.dutymanager@accenture.com
	DDC4.dutymanager	ddc4.dutymanager@accenture.com
	DDC6.dutymanager	ddc6.dutymanager@accenture.com

Location	Email ID	
Hyderabad	HDC.dutymanager	hdc.dutymanager@accenture.com
	HDC2.dutymanager	hdc2dutymanager@accenture.com
	HDC3.dutymanager	hdc3.dutymanager@accenture.com
	HDC4.dutymanager	hdc4.dutymanager@accenture.com
	HDC5.dutymanager	hdc5.dutymanager@accenture.com
Kolkata	KDC1.dutymanager	kdc1.dutymanager@accenture.com
Mumbai	MDC2C.dutymanager	mdc2c.dutymanager@accenture.com
	MDC2C.dutymanager	mdc2c.dutymanager@accenture.com
	MDC3.dutymanager	mdc3.dutymanager@accenture.com
	MDC4.dutymanager	mdc4.dutymanager@accenture.com
	MDC5.dutymanager	mdc5.dutymanager@accenture.com
	MDC5B.dutymanager	mdc5b.dutymanager@accenture.com
	MDC5C.dutymanager	mdc5c.dutymanager@accenture.com
	MDC7A.dutymanager	mdc7a.dutymanager@accenture.com
	MDC7B.dutymanager	mdc7b.dutymanager@accenture.com
Pune	PDC2C.dutymanager	pdc2c.dutymanager@accenture.com
	PDC3.dutymanager	pdc3.dutymanager@accenture.com
	PDC3B.dutymanager	pdc3b.dutymanager@accenture.com
	PDC3C.dutymanager	pdc3c.dutymanager@accenture.com
	PDC4.dutymanager	pdc4.dutymanager@accenture.com

Thank You