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**

Please follow the path below to submit your resignation –
ECMS → Resignation Process → Resignation Form

2. What is the notice period to be served?
As per the policy, you must serve 90 days of notice.

3. Who will approve my resignation?
Your People 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) → Approval Process →People Manager approval

4. What will happen if People 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. Will Sabbatical leave flow from replicon to ECMS?
Sabbatical leave once approved in replicon will flow to ECMS, in ECMS all the applicable clearances for Sabbatical Leave will open for the employee.

6. Do employee has to follow with department SPOC?
Yes, its employee's responsibility to follow up with each department SPOC for getting clearance completed.

7. 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 →People manager checklist

8. When can employee start taking clearance from various department?
The employee can start getting clearances at least 10 days prior to the LWD.

9. Where can employee get the department SPOC details?
The SPOC list is available in ECMS home page towards top right as contact List tab.

10. 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.

11. Where & when to submit ID card?
ICRES clearance will be given on your LWD post submission of your ID card and access card. If in case, you have joined virtually team will provide the clearance by LWD.

If you have opted office chair, there is no chair return policy. You need to pay the dues against the chair once it reflects in the ECMS.

12. Where can I submit my Asset?
You can either submit your Asset at your Base location from where it is allocated or at any closest DTA units.

13. Should I raise the request manually for Asset submission?
   • RITM number will be auto triggered to your official mail ID 3 days prior to your LWD [Including weekends].
   • If employee want to surrender asset early before ticket is created, they can do it by raising surrender request manually.
   • Please Login below portal.
   • https://sservicecentral.capgemini.com → Order or Request → PC Surrender

14. What happens if the clearances are pending?
Relieving Cum 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 must connect with RMG team to de tag the N's reporting to them.

16. Do I get hard copy of Relieving Cum Experience letter?
No, only soft copy. System generated & digitally signed letters are sent to employees personal Email ID.

17. When is the Relieving cum experience/Sabbatical letter provided?
Relieving cum 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 will be reflecting 2-3days prior to LWD, it 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?
Balance leaves are calculated and encashed as per the mentioned calculation: BASIC+HRA+OAAR1+OOAR2+Statutory Bonus

24. How to get form 16?
Form 16 can be downloaded from HGS portal with below link –
Please use link: https://ess.hgsbs.com/login?company=CG
a.   Company Code: CG
b.   User ID: GGID

25. **What will happen to ESOP amount?**
Please connect with esopindia.in@capgemini.com

26. When will I get form 16 for current financial year?
You will receive your form 16 in the month of June or July to personal mail ID.

27. Where to submit the IT proof?
Please submit your IT proofs in HGS portal once the option is enabled 3days prior to LWD.

28. What happens to parental insurance?
Parental insurance will be valid until the policy end date and the pending premium will be recovered in FFS

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 4PM of LWD. Please follow the below path:
ECMS → Resignation Process → Withdrawal Form

31. Who has to approve my Resignation Withdrawal?
Your People manager & HR BP 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. When will be the Notice Period clearance (EIS) provided?
The notice period clearance will be provided 2 days prior to your last working day.

34. 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.

35. **When will I get payslip of full & Final Settlement**.
Please note once the full & final settlement is credited, finance team will share communication within 3 working days to download your payslip from HGS portal

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

   1. Please refer to the attached retirals presentation below:

V3_Exit
Orientation_Retirals_3

For PF and gratuity contact details:

Retirals (PF) support:

Level 1: retiralshelpdesk.in@capgemini.com
Level 2: siddaiah.k@capgemini.com
Level 3: sanjaykumar.sonkusare@capgemini.com

Retirals (Gratuity) support:

Level 1: retiralshelpdesk.in@capgemini.com
Level 2: anurag.c.agrawal@capgemini.com
Level 3: pranali-shashikant.acharekar@capgemini.com

37. 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/

38. What is the Process for Transfer of PF?

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

39. 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.

40. **How to get my pay slips after leaving the organization?** Please download the same from HGS portal, link:https://ess.hgsbs.com/