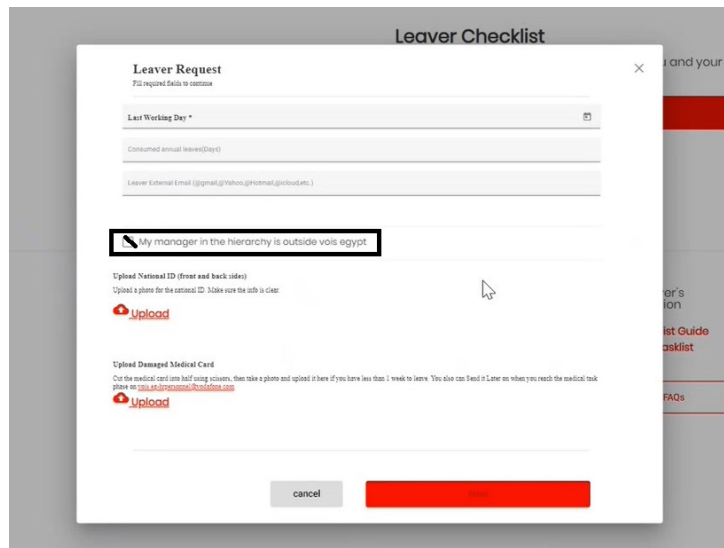


# Leavers FAQs

1. How do I submit my leaver checklist?
  - a. You submit it on the following link: <https://voiseghrportal.vodafone.com/LCL>
  - b. Visit this link for leaver check list Guide and Walkthrough :  
[https://vodafone.sharepoint.com/sites/a\\_VOISEGLEaverChecklist](https://vodafone.sharepoint.com/sites/a_VOISEGLEaverChecklist)
  - c. Visit Success factor and Submit lever request- guide available in  
[https://vodafone.sharepoint.com/sites/a\\_VOISEGLEaverChecklist](https://vodafone.sharepoint.com/sites/a_VOISEGLEaverChecklist)
2. I am A transfer to VF Egypt, Do I have to submit leaver request on success factor?
  - a. in case of transfer to VF Egypt, action on success factor there is no need to submit resignation on success factor
3. How can I get my SAP ID?
  - a. Check leaver check list Guide and Walkthrough :  
[https://vodafone.sharepoint.com/sites/a\\_VOISEGLEaverChecklist](https://vodafone.sharepoint.com/sites/a_VOISEGLEaverChecklist)
4. When Should I submit my Leaver Checklist?
  - a. You should submit your leaver checklist once you provide your notice period.
  - b. Submission must be at least 2 weeks before last working day to avoid any delays in receiving your documents.
  - c. Please make sure you submit yourself as a leaver on success factor as well, and make sure your manager Approves your request.
  - d. You can submit your self as a leaver on success factor by following the steps in the guide available in this link  
[https://vodafone.sharepoint.com/sites/a\\_VOISEGLEaverChecklist](https://vodafone.sharepoint.com/sites/a_VOISEGLEaverChecklist)
5. I Have a local account and I don't have access to the tool, what shall I do?
  - a. Contact [vois.eg-hrpersonnel@vodafone.com](mailto:vois.eg-hrpersonnel@vodafone.com) , CC you manager to raise it for you on the tool.
  - b. The Team shall ask you for your SAP ID , Email, Manager name and Sap ID
  - c. Team Shall raise it for you and will assign VOIS HR personnel as your manager in case your manager is not based in VOIS EG.
6. I have submitted my leaver checklist, what's next?
  - a. Your direct manager on system should approve within 48hrs.
  - b. Your manager should approve the request you submitted on success factor as well. he can find the steps in  
[https://vodafone.sharepoint.com/sites/a\\_VOISEGLEaverChecklist](https://vodafone.sharepoint.com/sites/a_VOISEGLEaverChecklist)

**7. My manager is outside VOIS EG, what shall I do?**

- a. If your manager is outside VOIS EG, while submitting your checklist, you must click on the option demonstrated below
- b. Task Shall be assigned to VOIS EG HR personnel to approve on behalf of your manager.



The screenshot shows a 'Leaver Checklist' form. The 'Leaver Request' section is visible, with a dropdown menu open. The option 'My manager in the hierarchy is outside vois egypt' is selected and highlighted with a black box. Below this, there are two upload sections: 'Upload National ID (front and back sides)' and 'Upload Damaged Medical Card'. Each section has a red 'Upload' button. At the bottom of the form, there are 'cancel' and 'submit' buttons.

**8. Who can See my Leaver Checklist Exit Survey responses?**

- a. HR Personnel & and your account HR Business Partner.

**9. Can I receive my documents before finishing my leaver checklist?**

- a. No.

**10. Are the tasks depending on each other, or I can close any tasks in the list no matter in which stage I am in?**

- a. Your Leaver checklist is formed of 6 tasks, each task must be closed before new set of tasks are assigned. Please make sure you read Leaver checklist task list very well to be aware of what gets closed automatically and what needs to be closed by you.

**11. I didn't receive my medical ID card; how can I close the medical task?**

- a. please contact the medical team on [VOIS.medical.insurance@vodafone.com](mailto:VOIS.medical.insurance@vodafone.com) and they will close the task for you.

**12. I didn't receive my Security ID card; how can I close the task?**

- a. please contact the security team on [VSSEsecurity.administrator@vodafone.com](mailto:VSSEsecurity.administrator@vodafone.com) or 01033111188 and they will close the task for you.
- b. Please note that security task can only be closed After your last working day not before.

**13. I have lost my ID card, so I can't submit it to the security time to close the task.**

- a. Leaver must sign أقرار فقدان بطاقة تعريف
- b. You can ask [vois.eg-hrpersonnel@vodafone.com](mailto:vois.eg-hrpersonnel@vodafone.com)
- c. Leaver will print 2 copies of received form and sign it
- d. Physical copy must be handed over to Building reception to close the task
- e. 2<sup>nd</sup> Physical copy has to be handed over to Archiving team when leaver visit VOIS building to receive their documents.

**14. I want to change the resignation date; how can I change it?**

- a. Your Manager must send an e-mail to the HR personnel team, copying your team HR business partner mentioning the new dates.
- b. To avoid account related issues, this must be done before you reach stage 4.

**15. How can I withdraw my resignation?**

- a. you can withdraw your resignation at any stage before stage 4, starting from Stage 4 your manager must send an e-mail to the HR personnel team coping the business partner approving the withdrawal.

**16. I want to get form 6 to provide it to my new company.**

- a. Once you close all the tasks you will receive your documents and sign form 6, it takes 2 business weeks starting from the date you have signed it.

**17. How Would I Know if I need a transfer of ownership to my mobile line?**

- a. Check on "Ana Vodafone" app, if its under your name then you don't need this letter, if it's under the company name that means you must get the letter.

**18. How I can get the transfer of ownership letter?**

- a. Once you close all your task list, please email [vois.eg-hrpersonnel@vodafone.com](mailto:vois.eg-hrpersonnel@vodafone.com), to prepare the letter for you. You shall receive your transfer of ownership letter while receiving your documents.

**19. When can I receive my documents?**

- a. Once you finalize with Payroll team. Please book your visit through the following link : <https://forms.office.com/r/nfNNt4Xe68>
- b. Link is accessible externally
- c. Has to be after last working day.
- d. In case you couldn't save the link, Personnel team or Archiving room Personnel can send to you upon your request.
- e. Team Available for supporting documents delivery on Mondays and Wednesday.

**20. How I can get my experience letter?**

- a. You will receive it with your documents, once you close payroll task, use this link: <https://forms.office.com/r/nfNNt4Xe68> to book a day to withdraw your documents sign form 6, receive experience letter, Sign pension form(if applicable) , receive Mobile line transfer of ownership (if applicable)
- b. You must only book Monday or Wednesday.
- c. Your Access to the Building (VHUB2) will be arranged by Personnel Team.
- d. Please ensure you have your National ID with you.

**21. Can someone receive my documents on my behalf?**

- a. Yes, only if they have (توكيل عام رسمي مسجل) and original copy of it must be available while receiving the documents.

**22. When will my account be deactivated?**

- a. MIS team will mark employee's profile to be closed on the same last working day based on the date in the leaver checklist

## **MIS FAQs (Annuals and Lieus)**

**23. Will my remaining annual balance be paid to me in money?**

- a. Yes it will, all you need to ensure this happens is while submitting your resignation, please mention your consumed annual leaves to date – the remaining days will be calculated as money and be paid to you upon finalizing your leaver checklist.

**24. Till when Can I use the carry overs?**

- a. The remaining balance from one year gets carried over to be used till 31-March of the following year, accordingly for ex, if you resign in Feb-22 and you still have balance remaining from 2021, it will be paid to you.

**25. Will the remaining annual balance be reflected as money on my next pay slip?**

- a. If you finalize your leaver checklist before the 20<sup>th</sup> of the month (regardless of actual last working day), then yes, the amount of money for your remaining annual balance will be added to your salary.

**26. How does the annual day amount value get calculated?**

- a. Annual day value is calculated as follows ("Basic salary / 30") then the one-day value gets multiplied by the number of remaining days

27. I have remaining Lieu days, will I be paid for them as well?(Call Center Staff)
- Yes, you will, workforce team shares the remaining lieu balance for all IEX users with HR MIS team to be included in the calculation of remaining dues
28. If I resign in any month during the year, will the remaining annual be calculated based on the full 21 days annual balance?
- Annual balance quota for the year is to be used over the entire year, accordingly if you resign in any month, the balance will be prorated
  - For ex, you are eligible for 21 days, and you resign in September, accordingly your annual balance will not be 21 days, it will be  $(21 \text{ days} / 12 \text{ month} \times \text{the number of months you worked "9"})$  so the balance will be 15.75 days.
29. I accidentally added the wrong consumed annual balance while submitting leaver checklist, is there a way I can amend it?
- Submitted data on leaver checklist can't be amended once the request is submitted, accordingly the workaround will be to ask your direct manager to send an email to [voiseg.hr-mis@vodafone.com](mailto:voiseg.hr-mis@vodafone.com) , with the correct consumed balance so it will be noted for the calculation .

## Payroll FAQs

30. what am I expecting as addition to my salary?
- Remaining annuals and lieu days are calculated as monetary amount and are added to your settlement.
31. How do you calculate my remaining annual days?
- Your annuals are calculated as follows: remaining annual days x (Basic Salary/30).
32. what am I expecting as deduction from my settlement?
- You may have the following deductions:
    - If you used phone installment benefits, a monthly amount has been deducted from your monthly salary. When you leave, all the remaining amount is deducted from your settlement.
    - If you used phone program benefit, the discounted amount is decreased per each month you spend after the benefit. when you leave, the remaining amount becomes due.
    - If you have any extra mobile phone bills (ex: extra internet quota, extra ADSL gigabytes, balance transfer to someone...etc.).
    - Training fees, penalties or no-show days, if any.
33. when should I expect my salary?
- In case you finalized your leaver checklist with payroll team in the same month of your resignation date before the 20th, you will be receiving your salary by the end of the

month on the pay day (Usually it's the 28<sup>th</sup>, unless it is a public holiday or a weekend, then it will be the working day before that).

- b. In case you are finalizing your leaver checklist in a different month other than the one you resigned in, you will be receiving your dues, if any, within 14 days after closing the payroll task.

**34. when can I refer to payroll team to close my tasks?**

- a. After making sure all tasks in the levels before payroll are closed, your task becomes visible to Payroll Team. Payroll team will automatically close Task within 1 business day with no action needed from your side. After the task is closed, if you have any issues with the comment left by the payroll team, you can reach them via email or phone.

**35. If I have any due amount that I need to pay. How should I proceed?**

- a. When Payroll Team confirms that you have a due amount to pay, you can transfer or deposit the amount to the following VOIS HSBC Bank Account Number (016-555-666-002).
- b. Please send a scanned copy of payment receipt Via WhatsApp to any of Payroll Team members.

**36. How will I get my overtime or commission after my resignation?**

- a. If payroll team receives any overtime or commission after you finalize your leave checklist. The amounts of these items will be calculated and transferred to your bank account if it is still active.

**37. What if I have a monthly installment with Premium or Khazna?**

- a. Before reaching the level of payroll task, please make sure to contact Khazna or Premium directly to settle your dues with them and ask them to send clearance to HR Payroll Team.
  - i. For "Premium Card" inquires please refer to Premium call center 16818.
  - ii. For "Khazna app" inquiries, please call Khazna customer service number 01005759825.

## **Data Loss Prevention FAQs**

**1. How can I transfer my personal data (if you have any) to my personal laptop or account?**

- a. You can separate your personal files from the business ones, use 7z tool to zip the files and send them to your personal email stating the files names and a brief on what it contains.
- b. You can open a ticket to IT HelpDesk (+201001888853) to copy your personal files on an external drive (only Personal Files are allowed, any work-related files even if not classified can't be copied)

**2. Can I take my presentations and excel files if they don't contain Customer data?**

No, any MS Office files on the company's assets or in your corporate email are considered C2, which can't be shared externally by security Policy.

**3. When do I expect the DLP team to close my task?**

**DLP team closes the after making sure that your account is safely closed and validating that there're no violations happened from your side.**

**This should happen after your last working day.**