Publicis Sapient New Hire FAQs

Please note that this document will provide you with basic information to help you integrate into the company during your first few days of employment. You can expect to have full access to Publicis Sapient's systems by your third day of employment. At that time, you can visit the online resources that are mentioned throughout this document in the 'For More Information' sections.

People Portal related Tools:

- People Portal: https://peopleportal2.sapient.com/
- Oracle: http://oracleapps.sapient.com/ (only accessible through sapient network)
- Global holiday calendar: https://peopleportal2.sapient.com/pages/globalHolidayCalendar.aspx
- Timetracking: https://timetracking.sapient.com/
- Download Mobile application: Mobile.sapient.com

BOX

- Box: https://lion.box.com/

VOX

- VOX: https://vox.publicis.sapient.com/login.jspa?referer=%252Findex.jspa
- Global Onboarding Portal: https://vox.publicissapient.com/groups/global-onboarding-portal

ORG. INFO

- **Core Values** : https://vox.publicissapient.com/groups/the-how-channel
- **Craft and Capability Groups:** https://vox.publicissapient.com/groups/the-how-channel
- **Industry Verticals:** https://vox.publicissapient.com/groups/the-how-channel
- **Diversity and Inclusion:** https://vox.publicissapient.com/groups/diversity-inclusion
- **Awards and Recognition:** https://vox.publicissapient.com/groups/awards-recognition

STAFFING

- **Enrich:** https://peopleportal2.sapient.com/Content/Staffing/Pages/Enrich%E2%80%93GM-Staffing-Portal.aspx
- **Resume Guidelines and templates :** https://peopleportal2.sapient.com/Content/Staffing/Pages/Resume-Guidelines-and-Templates.aspx
- **Staffing related issues:** **StaffingCapacityPartnersIndia@publicissapient.com**

HELPDESK

- Heldesk: Helpdesk@sapient.com
- Global helpline number: 0124-6761000
- People Policy POC: Manvi Siwal manvi.siwal@publicissapient.com
- Divya Jayanna: divya.jayanna@publicissapient.com

FINANCE

- Finance Queries: satyabrata.mallick@lionresources.com
- Expense Queries: nishant.bhardwaj@lionresources.com
- LLID and log in not received:
- **PeopleSuccessNHIIndiaTeam@publicissapient.com**

DOJO (JIRA, CONFLUENCE, ADOBE, BITBUCKET)

- DOJO: Dojo.publicissapient.com

LEARNING & DEVELOPMENT

- **TOOL:** https://peopleportal2.sapient.com/NavPages/Pages/Learning-Development.aspx
- **Certifications:** https://peopleportal2.sapient.com/NavPages/Pages/Learning-Development.aspx
- **Safari:** https://www.safaribooksonline.com/accounts/login (Use LLID and Password)
- **Linkedin Learning:** https://www.linkedin.com/learning-login/continue?forceAccount=false&authModeName=SAML-

3&authUUID=v3T5n4WLQpuyak0t1w860A%3D%3D&redirect=https%3A%2F%2Fwww.linkedin.com%2Flearning%2F (LLID and password)
- **New Hire portal:** https://peopleportal2.sapient.com/NavPages/Pages/New-Hire-Portal.aspx

REFERRAL:

https://sapient.avature.net/referrals/UploadResume

Q. How does staffing work?

A: At a high level, the staffing process consists of pairing people to project assignments. The Staffing Team works with Business Unit, Account and Practice leadership to understand and prioritize open project requirements and match people against them. Staffing decisions are made by reviewing criteria such as: skills, availability, project location, personal preferences, past experience, etc.

The high-level steps in the staffing process are:

1. Project need is identified and communicated to Staffing Team
2. Staffing Team nominates candidates that fit project requirements
3. Candidates are reached out to and reviewed by the project team and, if needed, with the client
4. Project team confirms candidate fit and closure to Staffing Team
5. You are staffed!

For More Information: **Home > Policy & How To > Career & Development > Getting Staffed**

How do I?

Q: What is the Helpdesk?

A: Overview

The Help Desk system is built on Remedy, an IT Service management tool which helps automate the Ticketing and Change management of an organization. It automates many support tasks. This includes managing "traditional" support requests, as well as allowing detailed reporting and analysis of tickets to assist in tracking metrics, and providing visibility into areas where we can enhance support through education or preventative measures.

Q: How do I review my paystub?

A: In order to access your pay stub and W2 information, you need to register with ADP i-Pay site. To register, go to **https://paystatements.adp.com**.

Instructions can be found on the people portal at: Home > Policy & How To > Payroll and Compensation > Payroll > Payroll Policies > ADP i-Pay Registration

Q: How do I book travel?

A: All Sapient travelers in North America and Europe should book flights, hotels, and rental cars through the Carlson Wagonlit Travel portal. All new Sapient people should receive two emails containing a PIN and password for the CWT Travel Portal. These messages are sent 24 hours after you are assigned an Oracle ID. Current employees are automatically added to the CWT profile system and sent two emails with their PIN and Password.

If you need to obtain a PIN and password and have not received these messages, or need another one sent, contact the CWT office:

New Profiles: 1-800-443-2426 (This number can also be used to book complicated travel itineraries with an agent)

Online technical support: 1-800-605-4357 (for assistance with PINS, passwords and profiles for existing users)

For More Information: Home > Policy & How To > Travel & Relocation > Travel

Q: How to Apply for an American Express Card?

A: All U.S. based new hires obtain instructions on how to apply for an AMEX credit card in their initial Welcome Email. If you are not a new hire and wish to apply, you may do so by logging a help desk ticket under Payroll and Benefits - Request U.S. Corporate Card.

For more Information: Home > **Policy & How To** > **Time & Expenses** > Expenses > **Policy** > **U.S. American Express Program**

All Canadian based new hires will need to visit the People Portal for instructions.

For More Information: Home > Policy & How To > Time & Expenses > Expenses > Process > Canada Corporate Card

Q. I paid to have my AMEX card expedited. What PID do I use to get reimbursed?

A: Use PID 50140

Q. How do I know what Benefits Sapient offers?

A. US: Please reference the Benefits Summary you received with your new hire paperwork or visit the People Portal for a detailed listing of what is offered:

Home > Policy & How To > Benefits > Health and Insurance

CANADA: Please refer to the benefits information in your new hire packet or contact your PSO representative. Please also visit the People Portal for details:

Home > Policy & How To > Benefits > Health and Insurance

Q. When and how do I sign up for Benefits? When will my benefits start?

A: US: Within your first two weeks of employment you will receive an email with your username and password. Please use this information to sign up for all your benefits. All coverage you elect is effective on the first of the month following your date of hire.

CANADA: As a part of your new hire packet you will receive benefit applications. Please fill them out and submit them to your PSO representative. All coverage you elect is effective beginning on your start date. You will be reimbursed for out-of-pocket benefit expenses. Please keep all receipts for reimbursement until you receive your benefits card. Medical expenses incurred prior to receiving your benefits card may be submitted for reimbursement once you receive your card.

Q. Where is my Benefits card?

A: US: After you have signed up for your benefits, the card will be mailed to you home within 10 business days from the time you enroll. If you have questions, call UHC directly at 800-245-6121.

CANADA: After you have signed up for your benefits, the card is mailed to your office. You will receive your card during the first week of the month following your start date.

Q. Who do I call for Benefits questions?

A: US: If you have basic questions regarding Sapient benefits you can email the Benefits Team at benefits3@sapient.com . For specific coverage questions please contact the corresponding providers listed below.

Our service provider partners include:

Provider	Phone	Website
UnitedHealthcare (medical, flexible spending accounts, COBRA, vision)	800.245.6121	www.myuhc.com
MetLife (dental)	877.638.2802	www.metlife.com
Unum (life, AD&D and disability insurance)	800.799.4455	www.unum.com
Group Dynamic (transportation spending account)	800.626.3539	www.gdynamic.com

CANADA: If you have any questions regarding your benefits, please contact your PSO representative or call Maritime Life at 1-800-667-5165 for any questions.

Q. How do I enroll for my 401K Plan?

A: US: You will receive information about 401k enrollment in the benefits email you will receive during your first two weeks of employment. Sapient's 401K Plan is administered through Fidelity Investments. New hires may enroll in the program by visiting the Fidelity NetBenefits website at www.401k.com. Participants may contribute up to 15% of their compensation to a maximum of $16,500 for calendar year in 2009.

Sapient will match $.25 for every $1.00 contributed by you, up to an annual Sapient match of $1,250, which matches $5000 of your contributions. Vesting of the match occurs linearly at 20% over five years, retroactive to your date of hire.

Q. What Should I do on my First Day?

A. On your first day in the office, please go to the front desk and Office Services will provide you with your building and office access cards and give you a tour of the office. They will also show you to your desk. Meet the local IT team to get your laptop (if you have not already received it) and phone login details. Meet with your manager and/or team member.

Q. What are my hours & schedule?

A: Office hours vary from office to office. Typically the hours are Mon-Fri: 8:30 – 5:00..

After your first day, your work schedule will depend upon your team and project needs. If you are not staffed to a project follow your home office's schedule.

For More Information: **Home > Policy & How To > Working At Sapient > Workplace Logistics**

Q. What can I expect in the first week and second week?

A:

1. Get to know people in your home office and meet with your team members.
2. Complete mandatory on-line training.
3. Follow the NA Activities To Be Completed list on People Portal

For More Information: Home > Policy & How To > Career & Development > New Hire > NewHireIntegration > Activities To Be Completed

Q: How do I become added to a distribution list?

A: Your local Office Services will add you to your home office distribution list, which automatically adds you to larger DL's including Sapient Global, Sapient NA or Sapient CAN respectively. Please ask your supervisor for information on any other domain or team related DL's you should request to be added to.

Q: How do I request software for my laptop?

A: Please submit a helpdesk ticket under IT>Software Licensing>Request Software Licenses

For More Information: Home > **Policy & How To** > **Working At Sapient** > Workplace Logistics > **Sapient Equipment** > **Software**

Q. How do I create an Expense Report?

A: Expense Reports can be created and submitted by logging into Oracle using Web Expenses.

You can attend the online training classes at: Home > Policy & How To > Time & Expenses > Expenses

Expense Reporting
Deltek Time and Expense (for Government Services)
Deltek Time and Expense For Approvers (for Government Services)

Q. How do I submit my Expense Report?

A:

1. Fax the bar-coded cover sheet which you have printed out along with necessary receipts associated with the expense report to the fax number located on the cover sheet.
2. You may send your receipts through the fax machine by one of two methods:
   a. Place your receipts in a copy machine and make copies of the receipts.
   b. Place your receipts in clear sheet protectors that may be located in any office and send those through the fax machine with the opening facing out.
3. You may also mail your expense report to India via interoffice mail for processing but note that this will significantly increase the amount of time it will take for your expense report to be approved and subsequently paid.

For more Information: Home > Policy & How To > Time & Expenses > Expenses > Process > Submitting and Approving Expenses

Q: How do I charge my expenses?

A: The American Express Corporate Card is to be used for the following charges associated with business travel purposes and company meetings/events:

- Airfare
- Hotel
- Car rental charges
- Meals
- Any associated business expenses incurred during company business travel or corporate meetings/events.

The corporate card is intended for business purposes only and the card should not be used for personal charges. Additionally, personal credit cards should not be used, as the American Express program is one way that our business can track internal spend.

For more information: Home > **Policy & How To** > **Time & Expenses** > Expenses > **Policy** > **U.S. American Express Program**

Q. I have to relocate for business. What is the process?

A: A permanent move to a new location could be based on a request by Sapient (Business Need Relocation) or could be due to personal reasons (Personal Need Relocation). Sapient recognizes the importance of providing assistance and support to people relocating, based on the reason for the same: business or personal. For more information please visit the People Portal where you will find information on Sapient's policies and processes for relocations, along with other helpful resources.

More Information: Home > Policy & How To > Travel & Relocation > Relocations

Q. I am being told I need to postpone my new hire training that I have already started. What information should I know about completing it?

A:

1. You should attend Sapient|Start within 30 days from your start date and no later than 90 days after your start date. An approval is required if a request is submitted by your supervisor/manager to postpone training more than 30 days past your start date.

- Approval requests from your supervisor/manager to postpone new hire training must be submitted to Kristina Shedd for NA or Cindi Marsden for GS.
- Kristina Shedd for NA or Cindi Marsden for GS will copy Meggan Flaherty, the Learning & Development lead for North America, on the response to the postponement request
- Exception to the 30 day rule: If a new hire class is not available 30 days from your start date, you may be automatically rescheduled into the next available class.

2. You will attend 5 consecutive days of new hire training (Sapient|Start for 3 days & Delivery 101 for 2 days).

- Exception: GSS people only attend Sapient|Start for 3 days

Rehires:

1. If you are a rehire who left the company more than 12 months prior to your start date, you are required to attend all days of instructor-led new hire training.
2. If you are a rehire who left the company in less than 12 months from your start date, you are encouraged to attend all days of instructor-led new hire training, however, are only required to take the on-line Sapient|Start class.

More Information: Home > Tools & Resources > Learning and Development > Learning Center > What's New? > Learning Calendar