

WFH Infra FAQ's

Ques 1 - Will products be purchased by the company?

Answer - Yes, all products will be purchased by the company and delivered to Kites.

Ques 2 - What is the process of applying our reimbursement for services like Wi-fi etc?

Answer- You need to upload bills on RMS.

Ques 3 - When will the monthly amount be added? Will the WFH Infra credit be carried forward to the next month, if not used?

Answer – It will be added towards end of the month. Yes, it will be carried forward.

Ques 4 - Will the Laptop be in Company's Name?

Answer - Yes, the laptop will be purchased in Company's Name.

Ques 5 – The data of previous order has been considered from which year?

Answer – All previous orders of the year 2022 and 2023 have been considered for calculation of the balance.

Ques 6 – If my balance is negative, can I order any WFH Infra product.

Answer – Laptop, Krisp, Pentab (for Trainers), Chat GPT, Portable screen, Mobile and Virtual number (for Sales) bill reimbursements can be availed even with negative balance.

For Laptops, you must be having 0 amount or some positive value in the RMS account.

Ques 7 - How will be the recovery amount calculated at the time of separation?

Answer - At the time of F&F, any positive balance will be adjusted, while any negative balance in WFH assets will be recovered.

Ques 8 - What is the policy regarding returning laptops or any other items at the time of separation?

Answer - Return of laptops or other items is not allowed at the time of separation.

Quest 9 - Who all can opt for the LinkedIn premium Service?

Answer - Sales, Lead Generation, Recruitment and FM team can opt for LinkedIn Premium Service.

Quest 10 - Will we be adjusting GST for old cases also?

Answer – No

Quest 11 - Is there any upper limit for the Negative Balance ?

Answer – The maximum allowed negative balance for all employees is INR 65,000.

Quest 12 - Will the Kite have to surrender the number while leaving?

Answer – No

Quest 13 - I already have a handset before from the company. Am I eligible for the 2nd phone?

Answer - In this case, you will have to return the company handset in working conditions unless already

debited to your WFH entitlement

Quest 14 - What all roles/departments are eligible for Mobile phone and Mobile Bill?

Answer - Mobile handset & Mobile bill reimbursement will only be applicable to limited departments

based upon their profile.

Ques 15 - Will the monthly charges for Official Sim and Virtual number be deducted from WFH Infra?

Answer - Yes

Ques 16 - Can I place a request for the same category of product under WFH Infra?

Answer - Same category of product cannot be availed up till one year from the date of delivery.

Ques 17 - Can I order a product which is not present in the catalogue?

Answer - You can only avail yourself of a product which is listed in the catalogue.

Ques 18 - Can I purchase an item by myself and get the reimbursement?

Answer - No, you need to place the request from ESS (Employee Self Service) panel. Only from the current selection of products. Reimbursement is not allowed.

Ques 19 - In case of order return, what will happen to my Balance?

Answer - Once return is marked on the request, the balance will be restored to your wallet.

Ques 20 - What happens if I'm on PIP, maternity, or extended leave?

Answer - No WFH credit will be provided for this period (30 days or more).

Ques 21 - What is the maximum reimbursable amount for mobile and internet bills?

Answer – Capping for Mobile and Internet Bill Reimbursement:

- Mobile (Non-Sales): INR 700
- Mobile (India Sales): INR 2000
- Internet (India): INR 1500
- Internet (Overseas): USD 55
- Mobile (Overseas Sales): USD 60