

**FAQs**

**Useful Links**

* AIP Travel & Expenses guide - [here](https://ukdeloitte.sharepoint.com/:w:/r/sites/UKConsAnalysts/Shared%20Documents/February%202022%20Analysts/Travel%20(CWT)%20%20Expenses%20Info%20Sheet%20(002).docx?d=wb9e0097253994734b0daa0aa88c2ee07&csf=1&web=1)
* Applying for the AMEX Corporate card - [here](https://resources.deloitte.com/sites/UK/documentsupport/faqs-applying-for-a-card.pdf) & How to assign the Amex Charges - [here](https://ukdeloitte.sharepoint.com/:b:/r/sites/UKConsAnalysts/Shared%20Documents/February%202022%20Analysts/How%20to%20assign%20the%20AMEX%20charges.pdf?csf=1&web=1)
* Business Chemistry link - [here](https://businesschemistry.deloitte.com/Login/Index?ReturnUrl=%2f#/questionnaire)
* Deloitte Acronyms Dictionary - [here](https://resources.deloitte.com/sites/global/aboutglbl/directories/acronyms/Pages/Home.aspx)
* Desk Booking - [here](https://deloitte-uk.emscloudservice.com/web/Default.aspx)
* Employee Deals & Discounts - [here](https://resources.deloitte.com/sites/UK/Pages/people-reward-employee-deals.aspx)

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* Headspace - [here](https://resources.deloitte.com/sites/UK/Newsroom/Pages/free-subscriptions.aspx)
* Homeworking allowance guide and how to claim when purchasing items - <https://resources.deloitte.com/sites/UK/Newsroom/Pages/updates-from-our-town-hall.aspx?tabindex=MSOZoneCell_WebPartWPQ4>
* InTune – setting up emails on mobile - [here](https://resources.deloitte.com/sites/UK/Pages/technology-email.aspx)
* IT Checklists - [here](https://ukdeloitte.sharepoint.com/:f:/r/sites/UKConsAnalysts/Shared%20Documents/February%202022%20Analysts/IT%20induction?csf=1&web=1&e=72xib8)
* Personal Independence – [here](https://resources.deloitte.com/sites/UK/Pages/risk-personal-independence.aspx)
* Refer a friend, Early Careers - [here](https://resources.deloitte.com/sites/UK/Newsroom/Pages/early-careers-refer-a-friend.aspx) or E-learning course - [here](https://resources.deloitte.com/sites/UK/Pages/people-reward-flexible-benefits.aspx?tabindex=MSOZoneCell_WebPartWPQ2)
* Reward and Flexible Benefits - [here](https://resources.deloitte.com/sites/UK/Pages/people-reward-flexible-benefits.aspx)
* Self-paced Activities Guide - [here](https://ukdeloitte.sharepoint.com/:p:/r/sites/UKConsAnalysts/Shared%20Documents/February%202022%20Analysts/Self-paced%20Activities%20Guide.pptx?d=w45102ed5dcad45599dbb473d6a8e9eee&csf=1&web=1)

**Email addresses for queries relating to**

* Compliance/Personal Independence - +44(0)20 7007 0504 or [UKDeloitteQROpsCompliance@deloitte.co.uk](mailto:UKDeloitteQROpsCompliance@deloitte.co.uk)
* Professional Qualifications - [UKDeloitteEarlyCareerDevelopmentAd@deloitte.co.uk](mailto:UKDeloitteEarlyCareerDevelopmentAd@deloitte.co.uk)

**FAQs**

**AMEX Corporate Card**

During the application what do I put as the company telephone number?

Please use your direct number which appears on your Skype. It will also appear on your email signature when you have set this up.

I am having problems trying to apply for my AMEX card, when I click on the 'Corporate Card Enquiries' or anything in MySupport that has an external link, it always automatically logs me out.

After joining, it can take a few days to activate your laptop for certain functions to work adequately. Please try again a 2-3 days after initially trying and if still doesn’t work after 5 days please contact IT on 77777.

What is the cut-off date for claiming for equipment with your corporate card?

Claims must be made within 3 months of your start date therefore it is important you apply for you AMEX card as soon as possible so you receive this and can purchase any equipment accordingly.

**Buddy**

My buddy is not located in the same home office as me and would like to change this to someone closer to me?

Please contact your current buddy who will be able to feed this back to the Junior Talent lead for your portfolio and they can arrange a change.

**Cycling – London office**

If cycling to work how do I register my bicycle to store it in 1NSS?

You need to go into the office, go to the Gym (Out of styles from lifts, turn right, turn left out of main doors and go straight, its on the left) and register your pass for cycle storage access. Once this is on your pass you can enter the cycle store through the side door to the building (Out of styles, turn left, turn left out of main doors, it is first door on the left). If you are having any problems, workplace services will be happy to point you in the right direction.

**Deloitte Merchandise**

When do we receive Deloitte Merchandise?

Usually in week 3.

**Diary Invites**

I am receiving diary invites and am unsure if they are AIP related?

Upon joining Deloitte, you get added to a few distribution lists automatically which means you'll often get invited to sessions if you are within the distribution list. We Recommend reading the detail of an invite to work out if you should attend. If it's AIP related though, definitely do so.

**Graduate Loan**

Do you know who to contact to find out about payment date for our graduate loans?

Please raise a finance ticket via MySupport

**IT**

Is my employee ID the same as my personnel/SAP number?

Yes, your employee ID is your SAP number

I don’t have my laptop yet and am unable to log in to VPN to complete the tasks by the deadlines?

This is fine, once you receive your laptop you will have enough time to complete these tasks.

I have a Mac laptop, how do I set up my signature in the absence of Templafy? You can set this up via outlook.

Is my employee ID the same as my personnel/SAP number?

Yes, your employee ID is your SAP number

**Photocard information (London offices)**

My photocard has not been completed as part of Onboarding, what do I do?

To be issued with a pass you will need to have a photograph taken by UK, Photocards, located in the main reception at Hill House

* Hours of opening: Monday - Friday, 07:30 - 19:30 hrs
* Contact ext.72190 / UK, Photocards

You will be given a temporary pass when having your photograph taken, use this while waiting for the permanent pass. This pass will provide access to all areas excluding restricted floors. The temporary pass should be returned when you collect your new permanent pass.

**Timesheets – SWIFT**

What is the charge code for Induction on SWIFT?

Your resource manager will reach out to you and let you know what code to input.

How do I update my timesheets via SWIFT?

There will be a session during your induction where we go through how to do this and explain the detail.

How many hours do we plug into SWIFT?

* 8hrs/day for chargeable engagements (i.e. projects where you are on a chargeable role - so the client is being billed for your hours)
* 7hrs/day for London-based and 7hrs/day for regional-based for non-chargeable engagements (e.g. holiday, PD, training, etc.)

My Op unit is different on SWIFT to what I was informed it was by Onboarding, what do I do in this scenario?

Please contact the Onboarding team directly on [UKHROnboardingTeam@deloitte.co.uk](mailto:UKHROnboardingTeam@deloitte.co.uk)

**Travel**

If travelling to London from a regional office, is there anywhere for you to store your bags on the final days after we have checked out?

Yes, you can use your hotel room or cloakrooms available.