

Frequently Asked Questions (FAQs)

A. EXIT CLEARANCE SUBMISSION

1. How to initiate my Exit Clearance?

Termination Initiation Date	Method	How To submit
Prior October 11	Manual	<ol style="list-style-type: none"> 1. Please accomplish the Exit Clearance Form via CNXOne> Internal> Other Apps> Employee Clearance Form or to your Site PS Partner. 2. Go to https://bit.ly/ClearanceandFinalPay 3. Click on 'NEXT' 4. Fill-out necessary details, upload the accomplished form and other attachments. 5. Then click 'Submit'.
October 11 Onwards	e-Clearance	<p>Exit Clearance will be automatically initiated once your separation is initiated in Workday.</p> <p>To check the status of your exit clearance, just log-on to your Post-Employment Workday Account.</p> <p><i>NOTE: Post-Employment Workday Account credentials are sent to your last known personal e-mail address one day after effective date of separation and such should be reset on your first log-in.</i></p>

2. For e-Clearance, how can I request for a Password Reset for my Post-Employment Workday Account Log-in access?

Please contact our Concentrix' Helpline:

- 1-800-8918-0142 (Nationwide Globe landline & mobile)
- 1-800-1118-0009 (Nationwide PLDT landline & Smart/Sun/TNT mobile)
- 02-8555-3996 (Metro Manila landline)

Operating Hours:

Helpline is only open **Mon-Fri 8AM to 7PM** except during holidays.

B. COMPANY ASSETS RETURN PROCESS

1. What will happen if my company-issued asset (WAH Asset, ID Badge, Keys, etc.) is not returned on my last working day and 5 days thereafter?

The amount of the unreturned company-issued asset will be deducted from your final pay.

2. What if I return my WAH Asset after I got my final pay computation?

Follow the steps below to file your dispute/refund:

- a. Go to this link <https://bit.ly/ClearanceandFinalPay>.
- b. Click "NEXT" on the Home page.
- c. Please fill all the required information.
- d. Select "Clearance Concern > Inquiry/Dispute on Final Pay Computation"
- e. State your concern/inquiry on the space provided.
- f. Attach/Provide your proof of returned asset/s, then click "SUBMIT".

3. What if I return my ID Badge/Keys after I got my final pay computation?

As per Company Policy, there will be no refunds for ID Badge/Keys.

4. What if I returned my company-issued asset (WAH Asset, ID Badge, Keys, etc.) but it was deducted from my final pay?

Follow the steps below to file your dispute/refund:

- a. Go to this link <https://bit.ly/ClearanceandFinalPay>.
- b. Click "NEXT" on the Home page.
- c. Please fill all the required information.
- d. Select "Clearance Concern > Inquiry/Dispute on Final Pay Computation"
- e. State your concern/inquiry on the space provided.
- f. Attach/Provide your proof of returned asset/s, then click "SUBMIT".

5. How will I request my Certificate of Employment and BIR-2316?

For a temporary Certificate of Employment, you may request it by sending us an email at COE@concentrix.com

Also, please be informed that ITR/BIR2316 and Certificate of Contributions (SSS, PhilHealth and PAGIBIG) will be provided together with the final pay.