Scope

This document covers the process of deactivation of user's existing F2 system accounts upon employee's resignation.

- F2 Company Email
- F2 Intranet
- F2 System
- F2 Enterprise (PR System, Claims System, HR System, etc.)
- F2 WMS (In-House / Infor)
- F2 CRM
- F2 SAP Financial

Resigned employees both identified as organic (regular) and non-organic (contractual, project-based) employment type.

Employees resignation 2Ps is being handled by HR Team.

Ownership

Human Resources (HR) and Information Technology (IT) Managers are responsible for ensuring that this document is cascaded to all concerned personnel and that it reflects actual practice.

Definition

- SVP CFO/CRO – Senior Vice President Chief Financial Officer / Chief Resource Officer

Policies

1. To deactivate system accounts:

    A. HR Team to email IT Helpdesk (it.helpdesk@f2logistics.com) for the list of resigned employees needed to deactivate user accounts. *(See Appendix A)*

    - Name
    - BU/Location
    - Position
    - Effective Date

    B. Upon employee's submission of resignation clearance to IT Manager. He/She will advise IT Technical Assistant to create IT Ticket log to deactivate user accounts.

    All system accounts from resigned employees will considered for <u>immediate deactivation</u> unless there's a specific date to be executed as advised by HR Team.

2. IT Technical Assistant to create IT Ticket log.
    Email will be forwarded to IT Team with following header format: *(See Appendix B)*

Subject:	**[IT Ticket Number]** - Original Subject
To:	IT Team
CC:	• HR Team • Other required recipients

    Refer to Ticket Trouble 2Ps for the Service Level Agreement (SLA) regarding system account deactivation.

3. IT Team to reply IT Helpdesk if any of user accounts now being deactivated. *(See Appendix C.1)*

4. If certain user has no corresponding accounts, assigned IT Team should also reply saying *"User X has NO Y account". (See Appendix C.2)*

5. IT Technical Assistant to monitor all confirmations. Once completed, IT Ticket log will set the status as CLOSED. Any incomplete confirmations are subjected to be followed-up.

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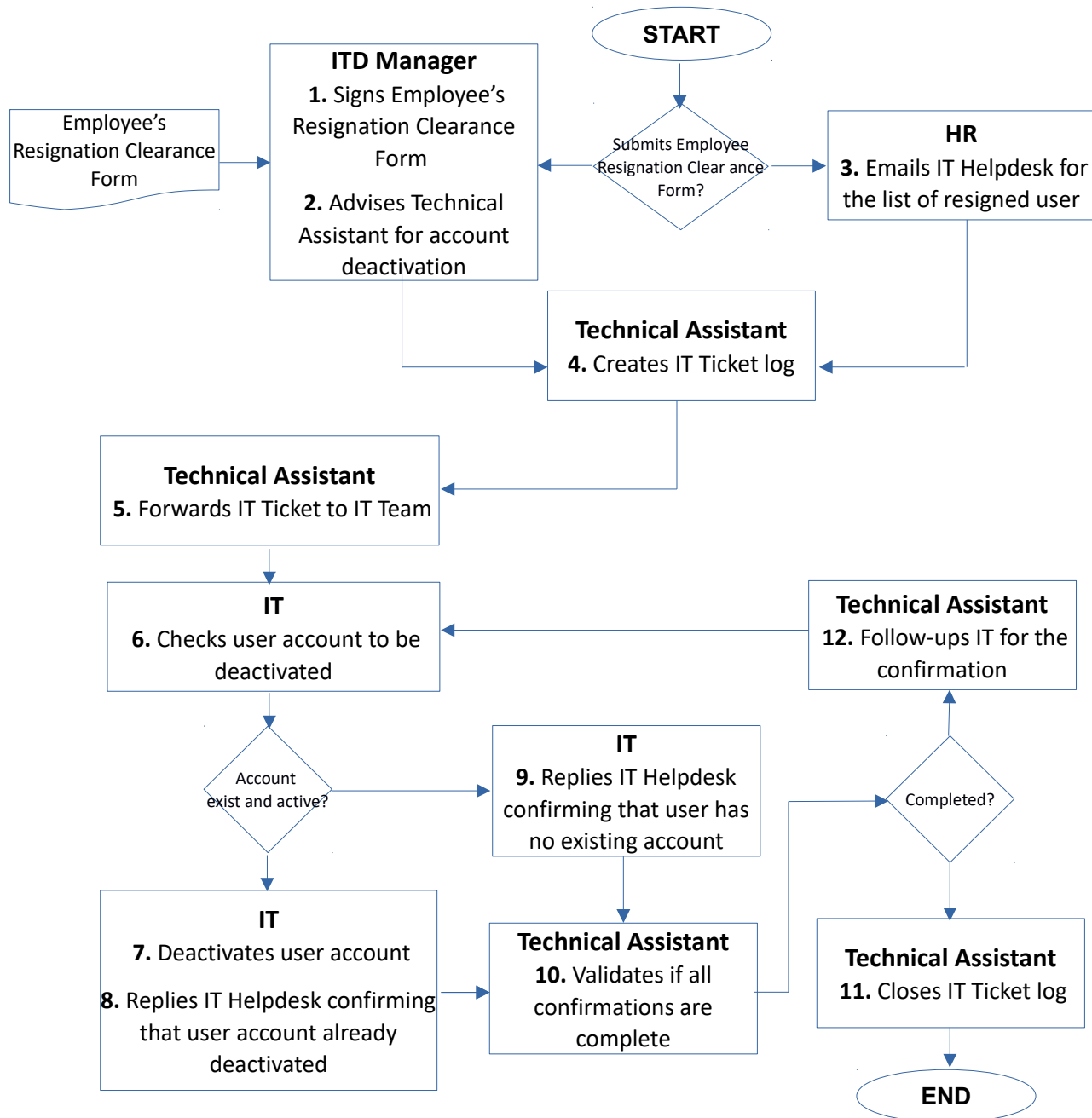*Please refer to printed files for signatures of approvers.*

Procedure

START

Submits Employee Resignation Clearance Form?

Employee's Resignation Clearance Form

ITD Manager
1. Signs Employee's Resignation Clearance Form
2. Advises Technical Assistant for account deactivation

HR
3. Emails IT Helpdesk for the list of resigned user

Technical Assistant
4. Creates IT Ticket log

Technical Assistant
5. Forwards IT Ticket to IT Team

IT
6. Checks user account to be deactivated

Account exist and active?

IT
9. Replies IT Helpdesk confirming that user has no existing account

Technical Assistant
12. Follow-ups IT for the confirmation

Completed?

IT
7. Deactivates user account
8. Replies IT Helpdesk confirming that user account already deactivated

Technical Assistant
10. Validates if all confirmations are complete

Technical Assistant
11. Closes IT Ticket log

END

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Appendix A: Sample HR Email For Resigned Employees

From: hr01@f2logistics.com
Subject: **Separated – YYYMMDD : System Deactivation**
To: it.helpdesk@f2logistics.com

Dear IT Helpdesk,

See below list of resigned employees. Please deactivate corresponding system accounts on or before *mm/dd/yyyy.*

#	Name	BU/Location	Position	Effective Date
1	Dela Cruz, Juan	VC / MNL	OPERATIONS MANAGER	*mm/dd/yyyy*
2	Bonifacio, Andres	BS / CEB	CLAIMS ASSISTANT	*mm/dd/yyyy*
3	Rizal, Jose	SC / DAV	FINANCE ASSISTANT	*mm/dd/yyyy*

Regards,
hr01

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Appendix B: Sample IT Helpdesk Email For IT Team

From: it.helpdesk@f2logistics.com
Subject: **[Ticket # XXXXX] Separated – YYYMMDD : System Deactivation**
To: it01@f2logistics.com, it02@f2logistics.com, it03@f2logistics.com
Cc: hr01@f2logistics.com, cfo-cro@f2logistics.com

Dear IT Team,

For login deactivation on or before *mm/dd/yyyy.* FYI.

#	Name	BU/Location	Position	Effective Date
1	Dela Cruz, Juan	VC / MNL	OPERATIONS MANAGER	*mm/dd/yyyy*
2	Bonifacio, Andres	BS / CEB	CLAIMS ASSISTANT	*mm/dd/yyyy*
3	Rizal, Jose	SC / DAV	FINANCE ASSISTANT	*mm/dd/yyyy*

Regards,
IT Helpdesk

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Appendix C.1: **Sample IT Email Confirmation Upon Account Deactivation**

From: it01@f2logistics.com
Subject: **RE:[Ticket # XXXXX] Separated – YYYMMDD : System Deactivation**
To: it.helpdesk@f2logistics.com, it02@f2logistics.com, it03@f2logistics.com
cc: hr01@f2logistics.com, cfo-cro@f2logistics.com

Dear IT Helpdesk,

Following employee emails are now deactivated. FYI.

- Dela Cruz, Juan
- Bonifacio, Andres
- Rizal, Jose

Thanks,
it01

Appendix C.2: **Sample IT Email Confirmation For User Without Existing Account**
From: it02@f2logistics.com
Subject: **RE:[Ticket # XXXXX] Separated – YYYMMDD : System Deactivation**
To: it.helpdesk@f2logistics.com, it01@f2logistics.com, it03@f2logistics.com
cc: hr01@f2logistics.com, cfo-cro@f2logistics.com

Dear IT Helpdesk,

Mr. Bonifacio has NO F2 SAP Financial account. FYI.

Regards,
it02

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