

MARKETPLACE APP · HR-OPERATIONS

Offboarding

Structured employee exit process with automated tasks.

Updated July 2026

MODEL	TIER	CAPABILITIES
Licensed · opt-in	Suite	39+

OVERVIEW

MangoApps Offboarding doesn't work off a static employee list that other systems have to poll or import — it runs on the same employee record as the rest of the platform.

Completing a plan reaches directly into sibling apps: Benefits Management ends enrollments, voids future payroll deductions, and opens a COBRA eligibility record for the admin to review, while HR Files archives the employee's non-compliance documents. Where they're enabled, Password Manager reassigns the leaver's vault credentials and Contracts hands their contracts and obligations to their manager.

Resignations route through configurable notice-period and approval policies. Access revocation runs against a same-day SOX/SOC SLA with tiered escalation, and a guided wizard drafts separation agreements with ADEA/OWBPA and state-specific clauses. Group layoffs add WARN notices and 60-day compliance tracking.

WHY TEAMS CHOOSE IT

- Let employees resign through self-service, with policy-based notice periods and 1–3-level manager and HR approval.
- Auto-build a departure plan on approval — department-grouped tasks, due dates, and a completion dashboard.
- Deprovision on schedule: deactivate MangoApps, disable Okta / Azure AD / Google Workspace accounts, transfer files, and reclaim SaaS seats.
- Capture structured exit interviews with automatic NPS scoring and section-based knowledge transfer, with the named successor notified the moment it's documented.
- Generate separation agreements, WARN notices, severance breakdowns, and COBRA notices with built-in compliance tracking.
- Trigger plans straight from your HRIS and hold every departure to a SOX/SOC termination SLA with tiered escalation and an audit trail.

CAPABILITIES

Resignation Workflow

- ✓ Employee self-service resignation submission
- ✓ Configurable 1–3 approval levels (manager → dept head → HR)
- ✓ Cascade approval — one authorized approver clears every level they can
- ✓ Notice-period calculation from country / region / employee-type policies
- ✓ Resignation withdrawal with reason, plus custom types and reasons per business
- ✓ Email and in-app notifications at every approval stage

Offboarding Plans & Tasks

- ✓ Auto-create a plan the moment a resignation is approved
- ✓ Plan types: voluntary, involuntary, retirement, end-of-contract, layoff
- ✓ Department-grouped task checklists (IT, HR, Facilities, Payroll, Legal, Finance)
- ✓ Completion-percentage dashboard with needs-attention alerts
- ✓ Employee self-service transition portal (tasks + documents)
- ✓ Bulk CSV plan import with row-level preview

Task & Document Templates

- ✓ System and custom offboarding templates
- ✓ Template types: voluntary, involuntary, retirement, layoff, end-of-contract, custom
- ✓ Role-level variants: entry, mid, senior, executive
- ✓ Department-specific task and document templates
- ✓ Attach a Forms app form to any task

Access Revocation & Automated Deprovisioning

- ✓ One-click MangoApps account deactivation
- ✓ Daily automated deprovisioning driven by the termination SLA
- ✓ Live IdP deprovisioning connectors — Okta, Azure AD, Google Workspace — Real API calls per provider; dry-run mode available via connection config
- ✓ Departing employee's file ownership transferred to the manager, mailbox out-of-office and forwarding set (Drive / OneDrive)
- ✓ SaaS seat reclamation (Slack) with recovered-cost logging
- ✓ Reassign the leaver's password-vault credentials and contract portfolio to a surviving owner

Exit Interviews & Knowledge Transfer

- ✓ Default 12-question exit interview (select, textarea, 1–5 rating, 1–10 NPS)
- ✓ Custom exit-interview templates per business
- ✓ Per-plan NPS score and interview summary, saved on the plan record
- ✓ Section-based knowledge transfer (8 default sections)
- ✓ Successor assignment, notified automatically when knowledge transfer is submitted

Compliance, Separation & Final Pay

- ✓ Guided separation-agreement wizard (6 sections) with e-signature
- ✓ ADEA / OWBPA clauses for employees 40+ and group layoffs; state-specific content (e.g., California non-compete prohibition)
- ✓ Severance calculator — gross pay, federal / state / FICA withholding, and net
- ✓ COBRA federal election notice with DOL deadline tracking
- ✓ Final leave-balance settlement payout via Leave Management

HRIS, SLA, Group Terminations & Reporting

- ✓ Inbound Merge.dev HRIS webhook (EMPLOYEE.terminated → auto-plan) with HMAC verification
- ✓ SOX/SOC termination SLA (same-day primary, 1-business-day secondary) with append-only audit log
- ✓ Tiered escalation: manager 24h → HR 48h → exec 72h
- ✓ Group terminations with WARN notices (employee, union, state agency)
- ✓ WARN 60-day compliance tracking and an OWBPA age-demographics report
- ✓ Plan export as branded PDF and CSV

Limits & Specs

Approval levels	1–3 (manager, dept head, HR)
Termination SLA	Primary same-day · Secondary 1 business day
COBRA notice deadline	10 business days (federal)
Exit-interview default questions	12
Bulk plan import	5 MB CSV (~35,000 rows)

USE CASES

• Employee resignation

An employee submits their resignation online. The system calculates the notice period from country/region/employee-type policy, routes approval through manager and HR, then auto-creates an offboarding plan.

• Automated deprovisioning on the last day

On the termination SLA, the daily job deactivates the MangoApps account, disables the employee's Okta / Azure AD / Google Workspace identity, transfers their files to the manager, sets mailbox out-of-office, and reclaims paid SaaS seats.

• Knowledge transfer

A departing senior engineer documents their responsibilities, ongoing projects, and key contacts across the eight knowledge-transfer sections, and the assigned successor is notified the moment the handover is ready to read.

• Group layoff management

HR runs a group termination: WARN notices for employees, union, and the state agency, severance breakdowns with federal/state/FICA withholding, an OWBPA age-demographics report, and 60-day compliance tracking.

• Exit interview analysis

HR conducts exit interviews from a standardized 12-question template; each submission auto-scores an NPS and a written summary that HR reviews on that departing employee's plan.

• HRIS-triggered departure

A termination in the connected HRIS fires a Merge.dev webhook that creates the offboarding plan automatically, and the departure is held to a same-day/next-day SOX/SOC SLA with tiered escalation.

PRICING & LICENSING

Pricing

License required; opt-in per tenant

License

Required (opt-in per business)

Tier

Suite

Pricing is tailored to your organization — [talk to sales for pricing & a live demo](#). Final commercial terms per your agreement.

FAQ

How does the resignation approval workflow work?

Employees submit a resignation through self-service. It flows through 1–3 configurable approval levels — manager, then optionally department head and HR — and the system calculates the minimum notice period from your country/region/employee-type policies. An authorized approver (for example an admin) can cascade through multiple levels in one action, and email and in-app notifications fire at each stage. Employees can withdraw a pending resignation with a reason.

What is included in an offboarding plan?

Each plan carries a task checklist grouped by department (IT, HR, Facilities, Payroll, Legal, Finance) with priorities and due dates auto-set from the termination date, a completion-percentage dashboard with needs-attention alerts, document collection, exit interview and knowledge transfer, and compliance paperwork. Tasks and documents come from reusable templates that support role-level and department-specific variants, and any task can have a Forms app form attached.

How does Offboarding revoke access and deprovision accounts?

A daily job driven by the termination SLA deactivates the employee's MangoApps account. When you connect an identity provider, it also disables the account in Okta, Azure AD, or Google Workspace, transfers the departing employee's files to their manager, sets mailbox out-of-office and forwarding, reclaims paid SaaS seats (Slack) with recovered-cost logging, and reassigns their password-vault credentials and contract portfolio to a surviving owner. A dry-run mode is available while you validate a connection.

How are assets and equipment returned?

The access-revocation checklist tracks systems, physical items (badges, keys), and equipment, recording a condition, received-by, and return-date against each item before the checklist can be marked complete. When Asset Pro is enabled, that equipment list is pulled from the employee's actual assigned assets instead of a generic checklist, so asset tracking stays in Asset Pro while the offboarding plan confirms the return.

What do exit interviews and knowledge transfer cover?

Exit interviews use a default 12-question template (select, free-text, 1–5 rating, and 1–10 NPS question types) or your own per-business template; each submission auto-calculates an NPS score and a summary stored on that plan. Knowledge transfer is captured across eight default sections — key responsibilities, critical processes, systems and tools, key contacts, ongoing projects, tribal knowledge, documentation and files, and recommendations — with an optional successor who is notified by email and in-app alert once the transfer is submitted. Both can be required gates before a plan is marked complete.

Does it support layoffs, severance, and WARN Act compliance?

Yes. Group terminations let HR plan a layoff event, generate employee, union, and state-agency WARN notices, and track 60-day WARN compliance with an OWBPA age-demographics report. A severance calculator produces a gross-to-net breakdown (federal, state, and FICA withholding), and the separation-agreement wizard adds ADEA/OWBPA and state-specific clauses with e-signature.

Can terminations from our HRIS create offboarding plans automatically?

Yes. An inbound Merge.dev HRIS webhook creates an offboarding plan when an employee is terminated in the connected HR system, with HMAC signature verification on every request. Plan creation is idempotent, so a replayed event won't produce duplicate plans.

What is the SOX/SOC termination SLA?

Every departure is held to a same-day primary access-revocation target and a one-business-day secondary target for all required tasks, using holiday-aware business-day math. Progress and breaches are written to an append-only audit log per plan, and a tiered escalation chain notifies the manager at 24 hours, HR at 48 hours, and executives at 72 hours.

How is Offboarding different from Onboarding Hub, and how is it licensed?

Onboarding Hub manages the start of the employee lifecycle — welcoming, provisioning, and ramping new hires — while Offboarding manages the exit: resignations, deprovisioning, exit interviews, separation agreements, and compliance. They are separate apps; each requires a license and is opt-in per tenant, disabled by default until an administrator enables it from the Apps Marketplace.