



General Materials Request Training

30/08/2019



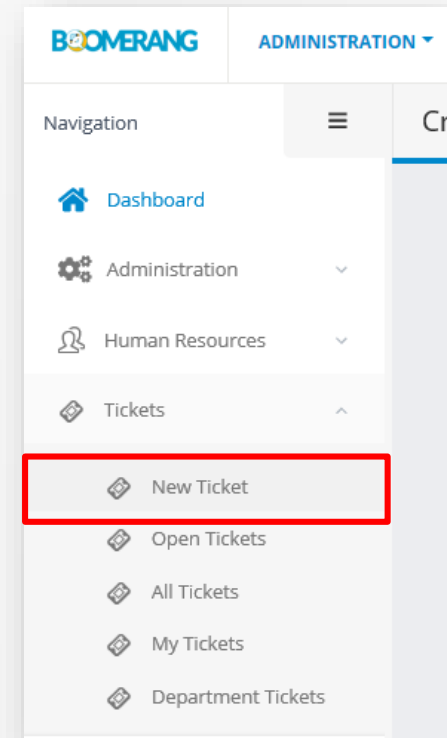
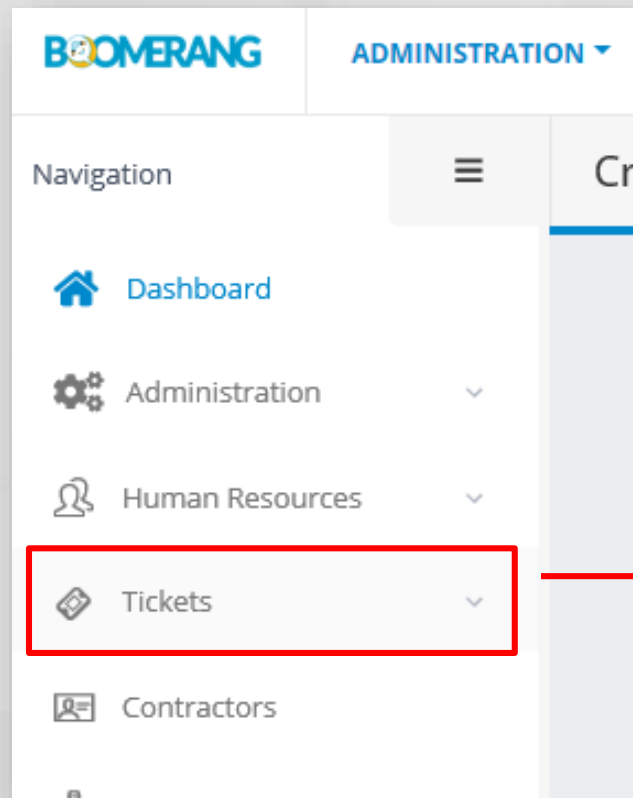
A central graphic featuring a blue, jagged-edged starburst shape containing the text "Welcome to QCC Training!". To the left of the starburst is a cartoon illustration of a man with brown hair, wearing a white polo shirt with a small QCC logo on the chest and black trousers. To the right is a cartoon illustration of a woman with blonde hair, wearing a dark blue polo shirt with a small QCC logo on the chest and black trousers. The background is light gray with faint, large circular patterns.

Welcome to
QCC Training!

General Materials are all the materials bought for the site which won't be refund by the Customer, like chemicals and cloths.



Create a ticket in Boomerang



Select the Type

Type	Priority
General	Low
Reimbursement	
Feedback	
IT Support	
Client Request	
Non-Conformance Report	
General Material Order	
Department	Due Date
Select the department	__/__/__
Subject *	

Select the Priority and the Client – Portfolio – Site.



Priority

High

Client - Portfolio - Site

Please select one or start typing



Remember!



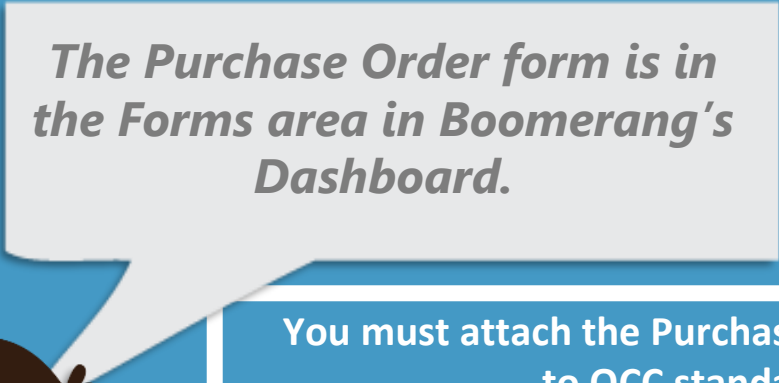
It is important to let everybody knows how to choose correctly the responsible person according to the Maintenance estimate amount in each line described in the table below.

Responsible	Amount
Danilo/Marcelo	AUS\$ 0-500
Ricki	AUS\$ 501-1,000
Eduardo	More than AUS\$ 1,000

All the managers have to be aware that they have to send their maintenance request directly to their superiors. So if Danilo has any maintenance request, for example, even if the amount is within his authorization, he has to send to Ricki.

Select the Department of the
Approver and input a Subject

Type
Maintenance Request
Priority
High
Client - Portfolio - Site
Please select one or start typing
Responsible
Ricki Palmer
Department
24/7 Rapid Response
Due Date
__/__/__
Reference Number
Subject



You must attach the Purchase Order according to QCC standards

[illegible]

Save the Ticket

At this moment, the responsible person will receive the ticket as Open.



Priority	Ticket Number	Reference Number	Type	Subject	Date Issued	Department	Status	Action
High	TGE#323		General	Add a field to select the manager in the client area	08/05/2019 16:59:31	IT	Open	
High	TGE#483		General	New field required in TSO	12/07/2019 16:51:57	IT	Open	







*They can Open and Press
Reply  , answering if
it is not approved.*

If it is approved, the Responsible just need to
Assign the ticket to Help Desk.

Reply this ticket

It is not approved!

 Reply  Cancel

If it is not approved, the Responsible need to
Reply the ticket writing that it isn't approved
and Solved the ticket.

*This information will
be in the Answer part
of the ticket.*

— Answers

Date Issued	Person	Message
30/08/2019 13:00:18	Luciana Rosas	It is not approved!



Assign this ticket

Responsible

Select the responsible ▼

Department

Select the department ▲

ELT

Finance

HR

Help Desk

IT

Marketing

*How can you assign
the ticket to the
Help Desk Team?*



Assign this ticket

Responsible

Select the responsible ▼

Department

Help Desk ▼

Assign Cancel



***It is important to remember
that Creator needs to Close the
ticket after Help Desk Solve it.***



They will receive and create a P.O. in Saasu,
sending an e-mail automatically
to the Supplier.

The Supplier will receive the P.O., supply the
needs and send their invoice directly to the
Payables@qcc.cleaning

Help Desk team will solve the Ticket.

After that, the Finance team will be able to
see the request and proceed the payment.

Thank you
for watching the
QCC Training!

